

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 11 FEBRUARY 2016 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Customer aggression

Question reference number: HS 130

Senator: Cameron

Type of question: Written

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

Number of pages: 2

Question:

- a) How many incidents of customer aggression were reported in the financial years 2013-14, 2014-2015, and so far in 2015-16?
- b) How many customer aggression incidents did the department report to Comcare in the financial years 2013-14, 2014-2015, and so far in 2015-16?
- c) How many service restrictions were applied, broken into respective categories, in the financial years 2013-14, 2014-2015, and so far in 2015-16?
- d) How many customer aggression incidents were reported to the police in the financial years 2013-14, 2014-2015, and so far in 2015-16?
- e) How many “customer management plans” were applied in the financial years 2013-14, 2014-2015, and so far in 2015-16?
- f) Has the department commissioned external experts to investigate the causes and contributing factors to customer aggression incidents in the department? If so when and who conducted the research/investigation?

Answer:

- a) The number of reports of incidents of customer aggression in the financial years 2013-14, 2014-15, and 2015-16 to 31 January 2016 are in the table below.

2015-16 to 31 January 2016	5,317
2014-15	9,055
2013-14	8,796

More than one staff member may report a single incident of customer aggression

- b) Customer aggression incidents reported by the department to Comcare in the financial years 2013-14, 2014-15, and in 2015-16 to 31 January 2016 are in the table below.

2015-16 to 31 January 2016	nil
2014-15	3
2013-14	1

- c) Service restrictions by category, in the financial years 2013-14, 2014-15, and 2015-16 to 31 January are in the table below.

Service Restriction	2013-14	2014-15	2015-16 to 31 Jan 2016
Restricted to a one main contact	69	85	59
Directed to attend a nearby location	3	4	5
Restricted from face to face for up to 5 business days	635	750	498
Restricted from face to face and assigned a one main contact	235	216	122
Restricted phone service and assigned a one main contact	8	10	2
Restricted from face to face and phone so contact is by mail, email, fax, self-service or through a third party	40	33	13
Total number of customers with restricted servicing arrangement implemented*	990	1,098	699

**Customers with multiple restricted service arrangements implemented within a financial year are counted once against the highest level implemented.*

- d) Customer aggression incidents reported to the police in the financial years 2013-14, 2014-15, and 2015-16 to 31 January 2016 are in the table below.

2015-16 to 31 January 2016	560
2014-15	910
2013-14	928

More than one staff member may report a single incident of customer aggression.

- e) Customer Management Plans were implemented from 1 April 2014. Data is collated each month as a point in time measure and as such a total number of customer management plans for the requested periods cannot be provided. As at 31 January 2016, there were 898 people with a customer management plan in place.
- f) Yes. The department commissioned DBM Consultants in May 2015.