

## **Senate Community Affairs Legislation Committee**

### **ADDITIONAL ESTIMATES – 11 FEBRUARY 2016 ANSWER TO QUESTION ON NOTICE**

#### **Department of Human Services**

**Topic:** Child Support - targets

**Question reference number:** HS 141

**Senator:** Cameron

**Type of question:** Written

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

**Number of pages:** 1

#### **Question:**

- a) Is the department currently meeting its target 3 minute to answer time for the Child Support general enquiry line?
- b) Does the department expect the Child Support general enquiry line calls to increase over the coming weeks and months? If so, what if any measures has the department introduced to meet its target?
- c) Is the Child Support meeting all its KPIs? Which ones are not being met? Please provide details of action taken to address unmet KPIs.

#### **Answer:**

- a) Yes.
- b) No.
- c) The Child Support Programme is meeting all Portfolio Budget Statement KPIs with the exception of the achievement of customer satisfaction standards. To improve customer satisfaction, the department has implemented a Child Support quality framework focussed on customer outcomes.