

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 11 FEBRUARY 2016 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Customer satisfaction

Question reference number: HS 144

Senator: Cameron

Type of question: Written

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Number of pages: 1

Question:

DHS Annual Report (p.12) indicates that customer satisfaction standards have not been met, achieving a 70.3% score, falling short of the 85% target. Since October 2015, what has been done to meet the customer satisfaction standards targets?

Answer:

Customer satisfaction reports are provided to leaders on a regular basis including complaint volumes, trends in complaints, and the most common reasons for complaints. These reports form the basis of national and local planning to improve service delivery.

Targeted satisfaction results are also provided to national business areas on a regular basis to allow further development of treatments that will improve the overall customer experience.

Staff receive training in complaint handling, keeping customers up to date about the progress of their complaint and retaining ownership of the complaint on behalf of the customer until it is resolved.

Real-time management strategies are in place to monitor and manage demand. Staff are redeployed across processing areas, front-of-house and Smart Centres to assist in the areas of high demand and reduce wait times for customers.