

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 23-24 OCTOBER 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Service Delivery Reform- Delivery

Question reference number: HS 9

Senator: Cameron

Type of question: Hansard page 27, 24 October 2014

Date set by the committee for the return of answer: 12 December 2014

Number of pages: 1

Question:

Senator CAMERON: Can you, on notice, take on board what service delivery reforms have been made since the 2013 Federal election?

Ms Campbell: We can take that on notice.

Answer:

The department is continually transforming services and giving customers better service delivery approaches. The number of people using the department's digital and online services continues to rise. For most customers this means access to information and services at a time and place convenient to them.

As part of the department's culture of continuous improvement, since September 2013 we have enhanced the Express Plus mobile apps range, launched the Digital Wallet, introduced four new online claims, and increased services via the cross-agency myGov online service. Take up of these services is on the rise, as is customer uptake of letters online, and electronic messaging through SMS and email.

Face-to-face services are still popular with customers, especially for people who need more intensive support. With a growing number of Medicare and Centrelink co-located offices, customers have greater access to departmental services and self-service facilities.