

Senate Community Affairs Legislation Committee

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

Department of Human Services

Topic: Letters

Question reference number: HS 40

Senator: Cameron

Type of question: Written

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

Number of pages: 1

Question:

- a) Please table the Quality Framework discussed at page 109 of the 2013-14 Annual Report.
- b) What steps are being taken to improve the quality of letters?

Answer:

- a) Please see attached Quality Framework (publication reference number 10454.1302).
- b) The Department of Human Services is committed to the continual improvement of the quality of correspondence to customers. In 2013 the department facilitated a targeted review and assurance process of existing, active correspondence items to identify those that could be removed or improved. As a result of this review, a formal continual improvement programme was implemented in 2013-14. Recommendations from the review continue to be considered and progressed as part of business as usual activities. This compliments existing continual improvement activities such as actioning customer feedback.

To further contribute to this continual improvement agenda, the department is progressively implementing a new correspondence (letters) system. The new correspondence (letters) system will, over time, provide enhanced capability that will support the department to:

- be more responsive and agile in creating, changing and distributing customer correspondence; and
- improve customer experience and outcomes through correspondence that is more targeted, appropriate, easy to understand and available in the channel of the customer's choice.