

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 22 OCTOBER 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: PWC Channel Strategy Document

Question reference number: HS 42

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 17 December 2015

Number of pages: 1

Question:

- a) Please provide any research conducted by or on behalf DHS on the use of mobile applications and customer experience?
- b) Please provide the PWC report done for DHS on 'Channel Strategy'?
- c) What was the cost of the PWC report on 'Channel Strategy'?
- d) What changes have been made as a result of the 'Channel Strategy' reports and research? Have any of the recommendations of the report been implemented?

Answer:

- a) Please find attached the 'Department of Human Services Mobile Apps' report, prepared by DBM Consultants on behalf of the Department of Human Services.
- b) Price Waterhouse Coopers (PWC) provided an initial draft report, suggesting a coordinated channel strategy. The draft report is currently under review.
- c) The cost of work undertaken by PWC to prepare a draft report on Channel Strategy for the department was \$410,852.00 (ex-GST).
- d) The Department has prepared an internal facing summary and report, detailing a coordinated Channel Strategy, based on the key recommendations provided in the PWC report. The internal facing summary and report defines a range of short, medium and long term initiatives aimed at providing a more connected, efficient and personalised customer experience. The summary and report are currently pending final executive endorsement.