

## **enate Community Affairs Legislation Committee**

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

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

**Topic:** Annual Report – Customer Satisfaction

**Question reference number:** HS 61

**Senator:** Cameron

**Type of question:** Written

**Date set by the committee for the return of answer:** 11 December 2015

**Number of pages:** 1

#### **Question:**

- a) 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. Why has this target not been met?
- b) What is being done to meet the customer satisfaction standards targets?

#### **Answer:**

- a) Ease of accessing Department services was the main contributing factor to the Department of Human Services not meeting the satisfaction target of 85 per cent.
- b) The Department has a number of strategies, which apply to all programmes, to minimise the delays customers' experience in accessing services. These include: the provision of digital and telephone self-service applications for customers to complete a range of simple transactions at their convenience; increasing staffing resources, particularly in the telephony channel; improved technical training for staff, to assist with more complex matters; and moving work around within the organisation to free up skilled resources.