

Senate Finance and Public Administration Standing Committee
ANSWERS TO QUESTIONS ON NOTICE
BUDGET ESTIMATES – 28 MAY 2009

Human Services Portfolio

Department/Agency: Department of Human Services
Outcome/Output Group: Outcome1/Output Group 2
Topic: Customer Satisfaction

Senator: Scullion

Question reference number: HS3a-b

Type of question: Hansard F&PA 65, 28 May 2009

Date set by the committee for the return of answer: 10 July 2009

Question:

Ms Cooke—We do it on a number of levels. On one of the levels, we ask the customers, immediately after the call, ‘How satisfied were you with the service that was provided to you during that call?’ In April this year, about 83 per cent of people were satisfied with the service that was provided by the customer service officer. That is the direct feedback on the service they were provided.

HS3a: Senator SCULLION—You will be able to table this later, but what percentage of people were actually asked the questions?

HS3b: Senator SCULLION—Would you be able to provide the results just for the last year?

Answer:

HS3a: Child Support’s ‘Customers Having a Say’ is an automated point of service survey conducted through the phone system. The survey is randomly offered to customers calling the Agency prior to them being directed to a Customer Service Officer.

Once the call is completed those customers who wish to participate in the survey are transferred directly into the automated questionnaire. Over the period from May 2008 to May 2009 there were over 20,000 completed surveys.

HS3b: Monthly results for the question relating to satisfaction with ‘CSA’s services overall’ for the period May 2008 to May 2009, and question relating to the customer’s satisfaction with the service during the call from Jan 2009 (new measure from this date).

	May 2008	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April	May 2009
Overall Satisfaction CSA	79%	79%	74%	73%	76%	74%	72%	74%	73%	73%	70%	71%	72%
Satisfaction with service during the call									86%	84%	82%	83%	84%