

Senate Finance and Public Administration Standing Committee

SUPPLEMENTARY BUDGET ESTIMATES – 20 October 2009 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: CSP Customer Satisfaction Rates

Question reference number: HS83

Senator: Scullion

Type of question: *Hansard F&PA page 122*

Date set by the committee for the return of answer: 4 December 2009

Number of pages: 2

Question:

Senator SCULLION—In response to a question on notice from the last time we had a chat, which was on 28 May, you provided information...[about] overall satisfaction with CSA and the satisfaction with service during the call. Would you be able to provide us with the current satisfaction rates? The last ones you provided were in May this year, and the overall satisfaction with CSA was 72 per cent and the satisfaction with service during the call—which was actually measured for five months—was 84 per cent. Could I have an update on those two figures monthly between May and now? Perhaps you can provide that on notice...

Ms Godwin—We have some information here but I might need to take it on notice to update all of the aspects of that question...

Answer:

The Child Support Program's (CSP) customer satisfaction is measured through the Customers Having a Say (CHAS) telephone based point of service survey.

During the CHAS survey, customers are asked to rate their satisfaction with several elements of customer service that are aligned with the CSP's Customer Service Principles. Customers rate their satisfaction with each statement using a seven point scale, with one being very dissatisfied and seven being very satisfied.

The tables below show customer satisfaction ratings from May to October 2009.

Table 1: Overall satisfaction with the CSP

Survey question: 'How satisfied are you with the service provided to you by the Child Support Agency overall?'

Satisfaction (ratings 5-7)					
May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09
71.90%	72.00%	72.00%	71.00%	71.00%	73.00%

Dissatisfaction (ratings 1-3)					
May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09
20.90%	22.00%	20.00%	21.00%	21.00%	20.00%

Neutral (rating 4)					
May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09
7.00%	6.00%	8.00%	8.00%	7.00%	8.00%

Table 2: Satisfaction with the Customer Service Officer

Survey question: 'How satisfied are you with the service provided by the Customer Service Officer you spoke with today?'

Satisfaction (ratings 5-7)					
May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09
84.30%	84.00%	84.00%	83.00%	83.00%	85.00%

Dissatisfaction (ratings 1-3)					
May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09
12.00%	12.00%	13.00%	14.00%	13.00%	12.00%

Neutral (rating 4)					
May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09
3.00%	4.00%	3.00%	3.00%	4.00%	3.00%