

# 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:** HS84 (a-b)

**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:** 1

#### Question:

**Senator SCULLION**—A satisfaction target of 70 per cent; who set that? Mr Pratt, how did you come up with 70 per cent? Be frank; it sounds like a number under which we can all survive. [a] How did you come up with that as a target?

**Mr Pratt**—We are going to have to come back to you on exactly how that was set...

**Senator SCULLION**—[b] I appreciate that, and I have no problem with that. To be frank, I just think that is a number. Basically you are saying that you are happy with almost one in three customers walking out the door not too happy. So perhaps you can look at a rationale for why you thought that was a reasonable number as part of that answer. I am happy for you to take that on notice...

#### Answer:

- a) The customer satisfaction target of 70 per cent is one of the key performance indicators for the Child Support Program (CSP). The target is based on historical levels of customer satisfaction with child support services.

CSP strives to increase overall customer satisfaction levels beyond the target.

- b) This aim is reflected in the most recent satisfaction rates between June and October 2009 with the CSP achieving:
- an average of 72 per cent of customers satisfied with CSP's service overall, with an additional seven to eight per cent being neutral; and
  - an average of 84 per cent of customers satisfied with the service provided by customer service officers at the point of service with three to four per cent being neutral.

Details of this information is provided in the response to Supplementary Budget Estimates question on notice HS83.