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| **Table 52**: Summary of the department’s satisfaction research activities | | | |
| **Survey title** | **Target audience(s)and sample size** | **Summary of findings 2012-13** | **Summary of findings 2013-14** |
| Transactional survey | * Targets a random selection of current customers who have recently interacted with the department * Measures customer perceptions of the quality of service they received * Runs continuously * In 2013-14 approximately 25,000 surveys were completed through phone interviews and 14,000 surveys completed through integrated voice response | Showed an overall satisfaction rating of 74 per cent in 2012-13, including:   * satisfaction with Centrelink services at 72 per cent * satisfaction with Medicare services at 87 per cent * satisfaction with Child Support services at 84 per cent * satisfaction with face-to-face services at 75 per cent * satisfaction with phone services at 73 per cent | Showed an overall satisfaction rating of 71 per cent in 2013-14, including:   * satisfaction with Centrelink services at 68 per cent * satisfaction with Medicare services at 85 per cent * satisfaction with Child Support services at 84 per cent * satisfaction with face-to-face services at 74 per cent * satisfaction with phone services at 70 per cent |
| Relationship survey | * Targets customers who have had any interaction with the department in the previous 12 months * Measures customers’ general perceptions of the department * In 2013-14 the survey was conducted across May and June with 1000 surveys completed | Showed an overall satisfaction rating of 68 per cent in 2012-13, including:   * 62 per cent for Centrelink * 80 per cent for Medicare * 44 per cent for Child Support | Showed an overall satisfaction rating of 69 per cent in 2013-14, including:   * 64 per cent for Centrelink * 81 per cent for Medicare * 50 per cent for Child Support |
| Health provider survey | * Targets a random selection of health care providers who have interacted with the department in the previous 12 months * Runs once a year * In 2013-14 approximately 1050 surveys were completed. | The percentage of health providers indicating they were satisfied or neutral with the services provided by the department in 2012-13:   * 96 per cent for Pharmacists * 98 per cent for aged care providers * 91 per cent for practitioners * 93 per cent for practice managers | The percentage of health providers indicating they were satisfied or neutral with the services provided by the department in 2013-14:   * 98 per cent for Pharmacists * 80 per cent for aged care providers * 93 per cent for practitioners * 93 per cent for practice managers |
| Customer experience of complaints handing | * Targeted 900 customers who had complaints about the department’s services that were recorded in a customer feedback database. | Showed an overall satisfaction rating of 31 per cent in 2012-13, including:   * 50 per cent for Medicare * 39 per cent for Centrelink * 15 per cent for Child Support | Showed an overall satisfaction rating of 44 per cent in 2013-14, including:   * 49 per cent for Medicare * 48 per cent for Centrelink * 33 per cent for Child Support |