| **Table 1b:** Key performance indicator results1 | | | | |
| --- | --- | --- | --- | --- |
| **Key performance indicator** | **Target 2013–14** | **Result 2012–13** | **Performance 2013–14** | **Met 2013–14** |
| **Achievement of customer satisfaction standards** | | | | |
| National  Medicare  Child Support  Centrelink | ⩾85% | 74%  87%  84%  72% | 71%2  85%2  84%2  68%2 | No |

1. Percentages in this table may have been rounded to the nearest decimal point.

2. In 2013–14, overall customer satisfaction was 71 per cent. This is primarily attributed to results for ‘ease of accessing services’ and ‘length of time to receive services’ within the Centrelink programme. The department is implementing a range of strategies in service centres and for telephony services to address this, complemented by an increase in digital service options. The satisfaction with staff result remains high—above 85 per cent.