| **Table 1a**: Key performance indicator results - Services to the Community: Program 1.1 | | | | |
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| **Key performance indicator** | **Actual 2011–12** | **Target 2012–13** | **Actual 2012–13** | **Target met 2012–13** |
| Minister is satisfied with the quality, relevance and timeliness of ministerial briefing, correspondence and other departmental advice | Satisfied | Satisfied | Satisfied | yes |
| Achievement of customer satisfaction standards | Achieved | ≥85% | National–74%1 Medicare–87% Child Support–84% Centrelink–72% | no |
| Satisfaction with Medicare provider service delivery | NA | ≥70% | >90%2 | yes |

1. The 2012–13 overall customer satisfaction result is the first year that a whole-of-department result has been presented. As part of developing a department-wide survey, a new methodology consistent with international practice was adopted. Accordingly, the 2012–13 results cannot be compared to agency-specific survey results from previous years, and the target will be reviewed for future years.

2. This result is based on respondents who were satisfied or neutral about Medicare provider service delivery. Satisfaction was measured separately for medical practitioners, practice managers, pharmacists and aged care providers, with each result being greater than 90 per cent.