| **Table 1b:** Key performance indicator results - Services to the Community: Program 1.1 - Achievement of payment quality standards. | | | | |
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| **Key performance indicator** | **Actual 2011–12** | **Target 2012–13** | **Actual 2012–13** | **Target met 2012–13** |
| Centrelink: Delivery of correct customer payments | NA | ≥95% | 98% | yes |
| Medicare: Delivery of accurate medical and pharmaceutical benefits and services | NA | ≥98% | 98% | yes |
| Child Support collection rate (Child Support collect only) | 92.8% | ≥91.7% | 93% | yes |