| **Table 1e**: Key performance indicator results - Services to the Community: Program 1.1 - Support economic and social participation of Indigenous Australians through the timely delivery of appropriate departmental payments and services. | | | | |
| --- | --- | --- | --- | --- |
| **Key performance indicator** | **Actual 2011–12** | **Target 2012–13** | **Actual 2012–13** | **Target met 2012–13** |
| Centrelink: Delivery of correct customer payments for Indigenous customers | 96.9% | ≥95% | 99% | yes |
| CRS Australia to maximise workforce participation rates for government at or above the market average for job seekers that remain in employment for 13 weeks | 70.6% | ≥70% | 75% | yes |
| Increase in the proportion of self-managed transactions and electronic interactions | Achieved | 1% increase on 2011–12 | Achieved (for more information see Digital and self-managed services for individuals on page 29) | yes |