| **Table 9:** Summary of the department’s satisfaction research activities in 2012–13 | | |
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| **Survey title** | **Target audience(s) and sample size** | **Summary of findings** |
| 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 * approximately 27,000 surveys were completed through phone interviews and 13,000 surveys completed through IVR. | Showed an overall satisfaction rating of 74 per cent, 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. |
| Relationship survey | * targets customers who have had any interaction with the department in the past 12 months * measures customers’ general perceptions of the department * the survey was conducted in January and February with approximately 1,000 surveys completed. | Showed an overall satisfaction rating of 68 per cent, including:   * 62 per cent for Centrelink * 80 per cent for Medicare * 44 per cent for Child Support. |
| Health Provider survey | * targets a random selection of health care providers who have interacted with the department in the past 12 months * run once a year, approximately 950 surveys were completed in 2012–13. | Each of these groups recorded a result of more than 90 per cent, indicating that they were satisfied or neutral with the services provided by the department, with an overall result of 94 per cent. |
| International Services survey | * targets a random selection of customers residing overseas who had an interaction with the department in the past 12 months * measures customer satisfaction with the services provided by the department’s International Services * conducted once every two years * approximately 200 surveys were conducted with customers living in countries with the highest non-resident Australian populations (the United States of America, Greece and Italy). | Overall satisfaction with the services provided by the department’s International Services was 96 per cent. |
| Customer experience of complaints handling survey | * 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, including:   * 50 per cent for Medicare * 39 per cent for Centrelink * 15 per cent for Child Support. |