



# Monthly Complaints Meeting Agenda

Department of Social Services, Services Australia  
11 January 2024 – 03:00pm

No.	Topic	Led by
1	<b>Welcome and intro</b> <ul style="list-style-type: none"><li>- Introductions</li><li>- Dissemination of Draft Terms of Reference document</li></ul>	DSS
2	<b>FCT matters</b> <ul style="list-style-type: none"><li>- Reporting numbers<ul style="list-style-type: none"><li>o Services Australia referrals</li></ul></li><li>- Issues and collaborative efforts<ul style="list-style-type: none"><li>o Feedback sent, short discussion</li></ul></li></ul>	DSS
3	<b>Services Australia matters</b> <ul style="list-style-type: none"><li>- Draft for discussion: high-level reporting on complaints volumes, trends and reasons</li></ul>	Services Australia
4	<b>Social chat and wrap up</b> <ul style="list-style-type: none"><li>- Identify and allocate takeaway tasks</li></ul>	All



# Monthly Complaints Meeting Notes

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11 January 2024 – 03:00pm

Purpose of meeting	Monthly Complaints Meeting
<b>Introductions</b>	<ul style="list-style-type: none"> <li>• s 47F [redacted] Director, FCT</li> <li>• s 47F [redacted] AD, FCT</li> <li>• s 47F [redacted] Team Lead, FCT</li> <li>• s 47F [redacted] Service Manager, Escalated Complaints (Centrelink and Medicare)</li> <li>• s 47F [redacted] Program Manager, Escalated Complaints (Centrelink and Medicare)</li> <li>• s 47F [redacted] External Complaints Team (Centrelink)</li> <li>• s 47F [redacted] Service Support Manager, External Complaints (Child Support)</li> <li>• s 47F [redacted] Service Support Manager, External Complaints (Child Support)</li> <li>• s 47F [redacted] Program Manager, External Complaints (Child Support)</li> <li>• s 47F [redacted] National Manager, Multicultural and Tailored Services Branch</li> </ul>
<b>Apologies</b>	<ul style="list-style-type: none"> <li>• s 47F [redacted] (Child Support)</li> </ul>
<b>DSS comments and input</b>	<p><u>Prepared:</u></p> <ul style="list-style-type: none"> <li>• Dissemination of draft Terms of Reference Document</li> </ul> <p><u>Raised during meeting:</u></p> <ul style="list-style-type: none"> <li>• s 47F [redacted] Branch Manager to attend next meeting</li> <li>• DSS reporting not included this meeting, but example shown during meeting for what to expect outside of meetings             <ul style="list-style-type: none"> <li>○ 116 closed items over Nov/Dec referred to Services Australia</li> <li>○ Implied consent is not applicable in these instances to facilitate a referral at this time</li> </ul> </li> </ul>

<p><b>DSS Comments and input cont.</b></p>	<ul style="list-style-type: none"> <li>○ DSS confirm that the information captured is only what is provided on initial contact before indirect referrals are made</li> <li>○ FCT capture details of complaints within our complaints management system even where matters are referred away from the department. FCT is working with the DSS privacy team to identify what can and can't be shared from these records – privacy are working on an impact assessment to assist in the discussions around sharing this information</li> <li>○ FCT note an increase in complaints related to debt notice letters have not been received prior to payment reductions</li> <li>● DSS confirm that DSS and SA corporate protocol is also with the DSS governance team</li> </ul>
<p><b>Services Australia comments and input</b></p>	<p><u>Matters raised:</u></p> <ul style="list-style-type: none"> <li>● Draft for discussion: high-level reporting on complaint volumes, trends and reasons <ul style="list-style-type: none"> <li>○ Data presented shows a direct correlation between service demand and complaints received (ie. increased complaints received during Covid-19 peak)</li> <li>○ Similarly, following a steep decline in complaints following the above mentioned peak, there was another peak as Covid-19 restrictions were removed and documentation requirements were enforced</li> <li>○ Data presented also shows a large number of legislative complaints that may be used as a discussion piece in this forum</li> <li>○ SA seeking input regarding identified trends within Child Support correspondents</li> <li>○ SA feel that complaint case studies highlighting policy issues may be beneficial to table in this forum</li> <li>○ SA are aware of technical issues regarding batch letter mail outs, that are generally manually resolved in a timely manner, however can provide notice within this forum where issues have been identified</li> <li>○ 206 income apportionment complaints since October 2023</li> </ul> </li> <li>● ToRs have been circulated and look good. SA will review and come back with comments at a later date <ul style="list-style-type: none"> <li>○ Income apportionment discussions may need to have policy team involved – possibly rename to a broader topic like 'regulatory matters'</li> </ul> </li> </ul>

<b>Services Australia comments and input cont.</b>	<ul style="list-style-type: none"><li>• SA are considering a direct referral model and would welcome DSS data to assist in the discussion regarding this change<ul style="list-style-type: none"><li>○ SA are also unable to make direct referrals due to privacy at this time</li><li>○ SA querying how much detail is captured by DSS when making indirect referrals</li></ul></li><li>• DSS and SA corporate protocols are currently with the SA governance team for review</li><li>• SA seeking a timeframe on privacy impact assessment<ul style="list-style-type: none"><li>○ SA also seeking details of previously referred matters, where accepted under privacy, to understand how the matters were resolved and what actions occurred following DSS's referral</li></ul></li></ul>
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# Monthly Complaints Meeting Agenda

Department of Social Services, Services Australia  
22 February 2024 – 03:00pm

No.	Topic	Led by
1	<b>Welcome</b> <ul style="list-style-type: none"><li>• Introductions</li></ul>	All
2	<b>DSS Matters</b> <ul style="list-style-type: none"><li>• New A/g Director - 3 months</li><li>• Final draft of Terms of Reference document accepting Services Australia proposed changes</li><li>• Minutes from 11 January 2024</li></ul>	DSS
3	<b>Services Australia matters</b> <ul style="list-style-type: none"><li>• Draft monthly complaints report (s 47F [redacted]) – an updated version is attached for review and inclusion in the agenda please. There's a new section added that covers high-level income apportionment complaint data. Once everyone is comfortable with a draft report we can seek SES endorsement and arrange for an updated version to be produced each month.</li><li>• Child Support complaints and transfers to DSS (s 47F [redacted])</li><li>• Child Support interim care (s 47F [redacted])</li><li>• Requests for call recordings (s 47F [redacted])</li></ul>	Services Australia
4	<b>Social chat and wrap up</b> <ul style="list-style-type: none"><li>• Identify and allocate takeaway tasks</li></ul>	All
5	<b>Any other business</b> <ul style="list-style-type: none"><li>• Next meeting 14 March 2024</li></ul>	All



# Monthly Complaints Meeting Notes

Department of Social Services, Services Australia  
22 February 2024 – 03:00pm

<b>Purpose of meeting</b>	Monthly Complaints Meeting
<b>Introductions</b>	<ul style="list-style-type: none"> <li>• s 47F [redacted] A/g Director, FCT</li> <li>• s 47F [redacted] Team Lead, FCT</li> <li>• s 47F [redacted] A/g Branch Manager, AAB</li> <li>• s 47F [redacted] Service Manager, Escalated Complaints (Centrelink and Medicare)</li> <li>• s 47F [redacted] External Complaints Team (Centrelink)</li> <li>• s 47F [redacted] Service Support Manager, External Complaints (Child Support)</li> <li>• s 47F [redacted] Escalated and External Complaints Team (Child Support)</li> <li>• s 47F [redacted] External Complaints</li> <li>• s 47F [redacted] (AD Reporting and Analysis team)</li> </ul>
<b>Apologies</b>	<ul style="list-style-type: none"> <li>• s 47F [redacted] National Manager (Multicultural and Tailored Services Branch)</li> </ul>
<b>DSS comments and input</b>	<p><u>Prepared:</u></p> <ul style="list-style-type: none"> <li>• New A/g Director, s 47F [redacted]</li> <li>• ToRs - Final Draft</li> </ul> <p><u>Raised during meeting:</u></p> <ul style="list-style-type: none"> <li>• Introducing s 47F [redacted] as acting Director for FCT and s 47F [redacted] as acting Branch Manager for AAB.</li> <li>• Circulated minutes from previous meeting</li> <li>• Circulated final draft of ToRs, and DSS will seek SES clearance</li> <li>• DSS will seek internal input on draft data report</li> <li>• DSS will discuss interim care matters internally to potentially bring in policy area representatives to a future meeting</li> </ul>

<p><b>DSS Comments and input cont.</b></p>	<ul style="list-style-type: none"> <li>• DSS querying Services Australia’s approach to accommodating to a person’s disability where it may be considered ‘aggressive’ or ‘unreasonable’ language and behaviour within the complaints framework and guidance</li> <li>• Next meeting is 14 March 2024</li> </ul>
<p><b>Services Australia comments and input</b></p>	<p><u>Matters raised:</u></p> <ul style="list-style-type: none"> <li>• Services Australia will seek SES clearance on ToRs also</li> <li>• Services Australia note key stakeholders for this meeting are: <ul style="list-style-type: none"> <li>○ Escalated complaints for Centrelink and Medicare</li> <li>○ External complaints team for Centrelink and Medicare <ul style="list-style-type: none"> <li>▪ Tasked with MinCorro, Ombudsman, Social Media, etc</li> <li>▪ Represented by s 47F</li> </ul> </li> <li>○ Escalated complaints for Child Support <ul style="list-style-type: none"> <li>▪ Represented by s 47F</li> </ul> </li> <li>○ External complaints for Child Support <ul style="list-style-type: none"> <li>▪ Represented by s 47F</li> </ul> </li> <li>○ Reporting and Analysis team <ul style="list-style-type: none"> <li>▪ Represented by s 47F however s 47F will attend future meetings</li> </ul> </li> </ul> </li> <li>• Services Australia seeing a large volume of complaints recently, with a number of causes touched on during Senate Estimates <ul style="list-style-type: none"> <li>○ People are seeking alternate paths into the agency due to delays with main contact points</li> </ul> </li> <li>• Draft data report provided holds a section dedicated to Income Apportionment matters <ul style="list-style-type: none"> <li>○ Services Australia seeking feedback on draft before clearing with SES to provide as an ongoing document</li> <li>○ There is the potential to provide further information on complaints related to policy and legislation if that is of interest to DSS</li> </ul> </li> <li>• Services Australia understand that incorrect Child Support referrals were raised in a previous meeting, and have done an internal search to identify these calls <ul style="list-style-type: none"> <li>○ One call was identified where the agent consulted with DSS, and did not transfer the call for a data period from 01 September 2023</li> <li>○ s 47F is happy to discuss individual cases outside of this forum if need be</li> </ul> </li> <li>• Interim Care decisions paused as policy advice did not match legislation <ul style="list-style-type: none"> <li>○ Complaint received which resulted in an act of grace payment following advice received from DSS</li> <li>○ Services Australia unsure if a CDDA claim would be more appropriate in this situation</li> </ul> </li> </ul>

<p><b>Services Australia comments and input cont.</b></p>	<ul style="list-style-type: none"> <li>○ Would like to have a consistent approach from both DSS and Services Australia</li> <li>● Whether a 'direct referral model' can/should be in place <ul style="list-style-type: none"> <li>○ The Student Payments branch in DSS made requests for call recordings and customer details during the management of a complaint</li> <li>○ The complaint seemed to be regarding service delivery, specifically Austudy</li> <li>○ It seems that the management of this complaint was not occurring within the visibility of either Services Australia's or DSS's complaints teams</li> <li>○ Services Australia would like to understand if there are other connections between the two agencies that the complaint teams are not aware of or involved in, and if there may be an opportunity to expand on these functions to facilitate further collaboration within the complaints space</li> </ul> </li> <li>● Services Australia happy to continue sharing process documentation, both inside and outside this forum, if it is considered useful</li> <li>● Services Australia's personalised services team provide a more tailored contact for persons who may meet UCC guidance criteria <ul style="list-style-type: none"> <li>○ The team can share some of the documentation they have</li> </ul> </li> </ul>
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# Customer feedback

## High level summary – December 2023

January 2024

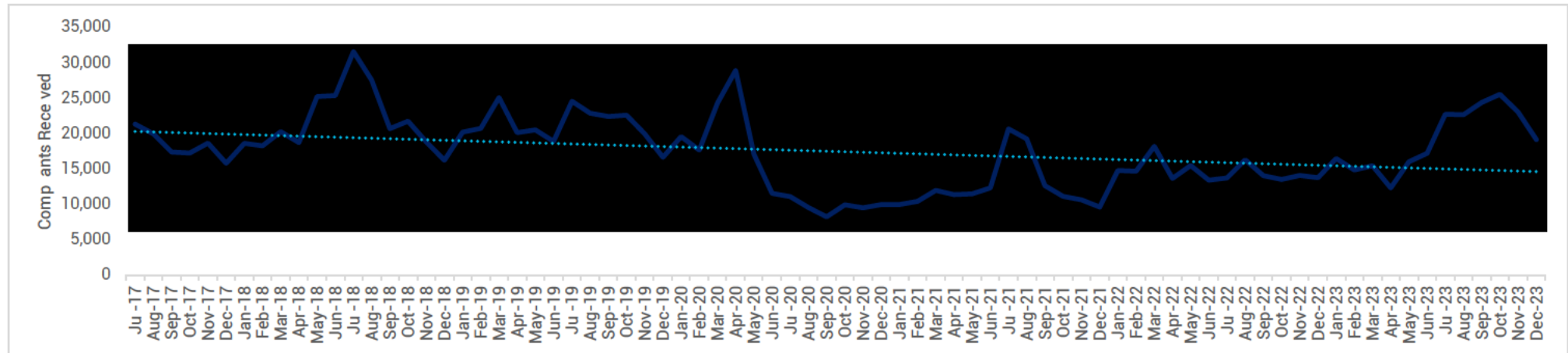
Service Delivery Optimisation Division, Digital Messaging, Analytics and Quality Branch

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## Centrelink results

The chart below shows monthly Centrelink complaints from July 2017 to December 2023:



- In December 2023, Centrelink received:
  - 19,123 complaints
  - 673 compliments
- Complaint numbers in December 2023 were 16.9% lower than in November (23,013).
- For the 2023-24 FYTD:
  - There have been 137,326 complaints received, which is 61% higher than the same period last year
  - 89% of complaints have been resolved at Level 1 (compared to 91% in the 2022-23 FYTD)
  - 54% of complaints have been resolved within 10 working days.

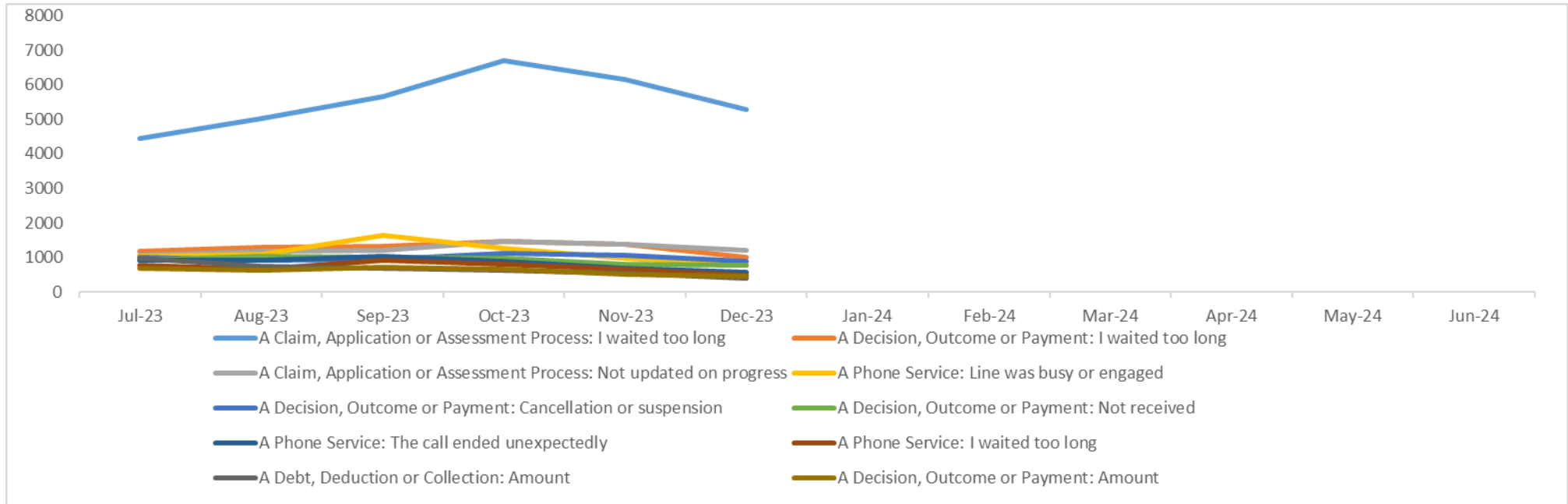
**Notable results and spikes**

- Claim, telephony, service centre and decision related complaints have had the greatest percentage increase in the 2023-24 FYTD compared to the same period last year.
  - A Claim, Application or Assessment Process 133.7% increase on 2022-23 FYTD (40% of all Centrelink complaints)
  - A Phone Service 113.6% increase on 2022-23 FYTD (14.1% of all Centrelink complaints)
  - A Service Centre 40.5% increase on 2022-23 FYTD (1.4% of all Centrelink complaints)
  - A Decision, Outcome or Payment 28.8% increase on 2022-23 FYTD (27.3% of all Centrelink complaints)
  
- There continues to be a significant number of 'claim wait time' complaints received. There were 5,282 complaints received in December, a slight decrease of 14.1% in comparison to November (6,151)
  - In December, the top 5 payments for claim wait time complaints were:
    - Job Seeker Payment 15.2%
    - Age Pension 14.1%
    - Parenting Payment Single- 11.1%
    - Low Income Health Care Card 10.9%
    - Disability Support Pension 7.7%

**Top 10 and movements**

The Agency's Customer Feedback Tool (CFT) is used to capture complaints and feedback for Centrelink and Medicare services. A prescribed list of complaint/feedback reasons (based on a 'service: issue' matrix e.g. A Phone Service: I waited too long) are used to categorise what the feedback is about. The results in the chart and table below is a concatenation of the primary complaint reason, or the service (Reason Level 1) and the more granular complaint driving issue (Reason Level 2).

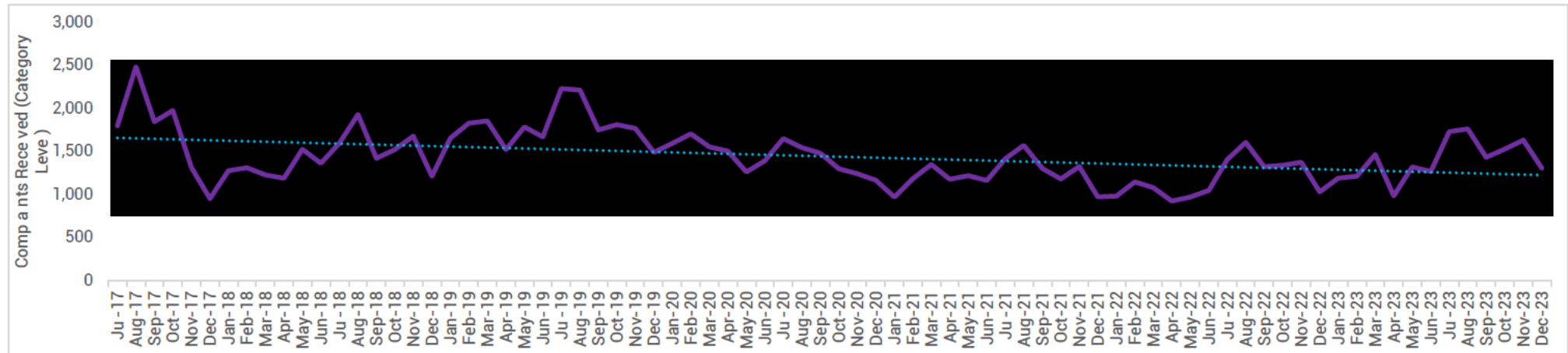
The top 10 complaint reasons this financial year are provided in the table and chart below:



Centrelink Top 10 complaint reasons	2023-24 FYTD Jul – Dec	Variation from 2022-23 FYTD	Dec-23	Variation from Nov 2023	Variation from Dec 2022
A Claim, Application or Assessment Process: I waited too long	33,241	244.1%	5,282	-14.1%	264.3%
A Decision, Outcome or Payment: I waited too long	7,666	56.3%	1,016	-27.0%	52.8%
A Claim, Application or Assessment Process: Not updated on progress	7,503	150.7%	1,203	-13.1%	174.7%
A Phone Service: Line was busy or engaged	6,785	153.9%	766	-22.9%	9.0%
A Decision, Outcome or Payment: Cancellation or suspension	5,936	44.3%	891	-15.9%	15.1%
A Decision, Outcome or Payment: Not received	5,519	39.3%	763	-5.8%	17.4%
A Phone Service: The call ended unexpectedly	5,009	86.2%	572	-16.6%	2.1%
A Phone Service: I waited too long	4,319	229.2%	477	-29.4%	127.1%
A Debt, Deduction or Collection: Amount	4,048	21.4%	408	-27.0%	-16.7%
A Decision, Outcome or Payment: Amount	3,672	32.8%	466	-9.0%	5.7%

## Child Support results

The chart below shows monthly Child Support complaints from July 2017 to December 2023:



- In December 2023, Child Support received from customers:
  - 1,307 Complaints
  - 18 compliments
- Complaint numbers in December 2023 were 19.9% lower compared to November (1,631).
- For the 2023-24 FYTD:
  - There have been 9,390 complaints received, which is 16.2% higher than the same period last year (8,078)
  - 52% of complaints have been resolved at Level 1 (compared to 57% in the 2022-23 FYTD)
  - 88% of complaints have been resolved within 10 working days

### **Notable Results and Spikes**

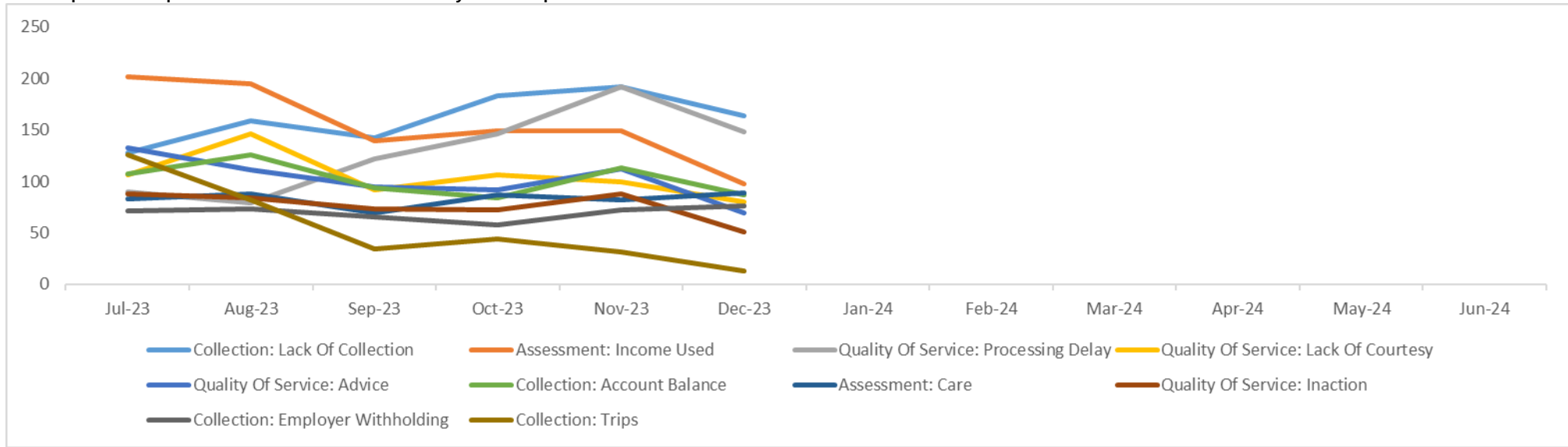
- Processing delay complaints have increased by 114% in the 2023-24 FYTD, compared to the same period last year.
  - The increase in the number of processing delay complaints in 2023-24 FYTD, compared to 2022-23 FYTD, corresponds with declining timeliness KPM performance results - particularly for Change of Assessment and New Customer registrations processed.
- Lack of Collection complaints have increased by 31.1% compared to the same period last year.
  - The increase in collection complaints corresponds with the Total Child Support Debt growth which is accelerating in 2023 and the gap between liabilities raised and credits applied continues to widen since December 2022.

### **Top 10 and movements**

Child Support are yet to be on boarded to a CFT solution and continue to record customer feedback (complaints and compliments) in CUBA. As such, Child Support customer feedback has a different data structure to that of Centrelink and Medicare. Complaints are attributed to one or more of 12 categories and to one or more issues within those categories. The results in the chart and table below are a concatenation of the category and associated issue for the complaint.



The top 10 complaint reasons this financial year are provided in the table and chart below:



Child Support Top 10 complaint reasons	2023-24 FYTD Jul - Dec	Variation from 2022-23 FYTD	Dec-23	Variation from Nov 2023	Variation from Dec 2022
Collection: Lack Of Collection	968	33.1%	164	-14.6%	25.2%
Assessment: Income Used	932	14.2%	98	-34.2%	16.7%
Quality Of Service: Processing Delay	777	114.0%	148	-22.9%	142.6%
Quality Of Service: Lack Of Courtesy	629	1.3%	80	-19.2%	-5.9%
Quality Of Service: Advice	612	1.8%	69	-38.4%	-4.2%
Collection: Account Balance	611	4.8%	87	-23.0%	16.0%
Assessment: Care	498	23.3%	89	8.5%	102.3%
Quality Of Service: Inaction	456	4.3%	51	-42.0%	24.4%
Collection: Employer Withholding	415	32.6%	76	5.6%	33.3%
Collection: Trips	330	-11.5%	13	-58.1%	-23.5%

Further information can be found via our customer feedback dashboards. These can be viewed via your web browser by clicking on the link for each report below. To have access to view the reports you will require the following ISP resource: s 47E(d) INTERNAL Domain SAS-VEA Users)

- [Centrelink & Medicare](#)

s 47E(d)

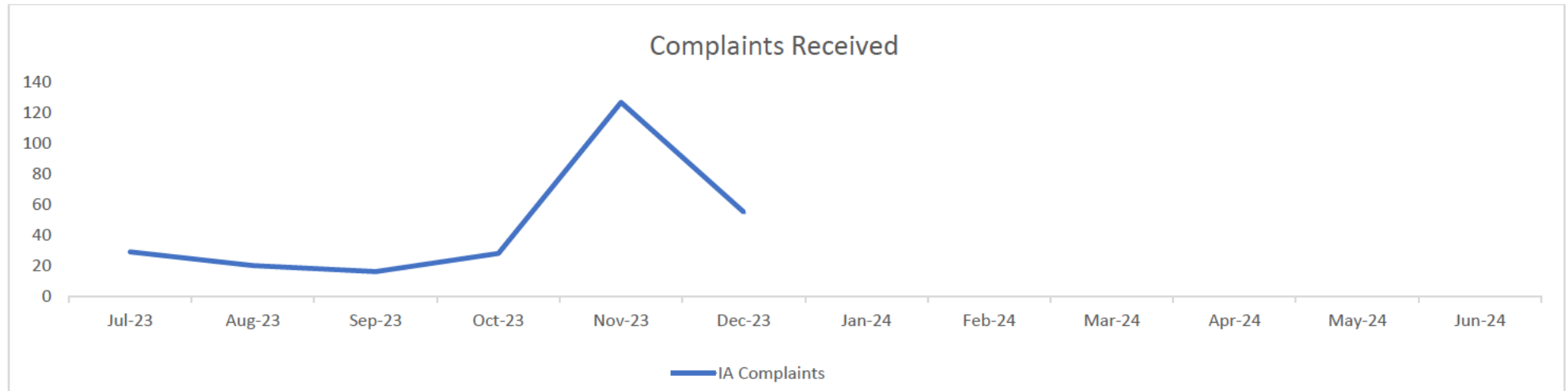
- [Child Support](#)

s 47E(d)

Customer feedback data can be obtained via the [Centrelink and Medicare Customer Feedback Data](#) and [Child Support Customer Feedback Data](#) facilities.

# Income Apportionment

The chart below shows monthly Income Apportionment (IA) complaints from July 2023 to December 2023:



- In December 2023, Centrelink received from customers:
  - 55 IA related complaints
- Complaint numbers in December 2023 were 56.7% lower compared to November (127).
- For the 2023-24 FYTD (Jul- Dec) there have been 275 complaints received relating to Income Apportionment.

## Top 5 complaint reasons

Income Apportionment Top 5 complaint reasons	FTYD 2023-24 (Jul- Dec)
A Debt, Deduction or Collection: Amount	66
A Decision, Outcome or Payment: Appeals or Objections	29
A Decision, Outcome or Payment: I waited too long	21
A Debt, Deduction or Collection: Garnishee action	20
A Debt, Deduction or Collection: Business action incorrect	19

