



DEPARTMENT OF
**FAMILY AND
COMMUNITY
SERVICES**

Meeting people's needs

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Australian Department of Family
and Community Services



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The Family and Community Services portfolio

- Created in 1998. Reflects Australian Government's focus on a fully integrated approach to social policy and services.
 - Department of Family and Community Services (known as FaCS)
 - Centrelink
 - Child Support Agency
 - Other elements



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FaCS – Introduction

- FaCS policy responsibilities include:
 - Income support payments;
 - Housing;
 - Family services and relationships;
 - Child care
 - Disability services
 - Emergency relief
 - Community development; and
 - Youth affairs and development



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Australians Working Together

- A whole of government approach to economic and social participation that provides more:
 - Assistance for the most disadvantaged
 - Emphasis on participation as a means of improving the quality of life of Centrelink customers
 - Personalised service and individual assistance through the Personal Support Programme
 - Assistance for parents, mature age people and people with a disability



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Social Coalition

- Recognises other stakeholders have a role to play in the development of social policy – not just government
- Brings community and business input to government policy and service delivery through open collaborative approach
- Solutions to complex problems
- Government as facilitator - connecting the community sector, business and individuals



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FaCS - Indirect Service Delivery

- FaCS influences and shapes the provision of community services by funding almost 13,000 service providers
- In 2001-2002, FaCS paid around \$A1.3 billion to State and Territory governments and the community sector
- Results in services such as public housing, disability, child care, family relationships and homelessness



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FaCS Customer Service

● Binding on FaCS and influences all of its service delivery partners. Core values of:

- Professionalism
- Accuracy
- Keeping people fully informed
- Confidentiality
- Access to information and staff
- Prompt and responsive
- Participation and consultation



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FaCS service delivery - through Centrelink

- Centrelink is the largest provider of FaCS services and programs
- Centrelink is paid \$A1.6 billion to deliver \$A52 billion in FaCS programs and services
- This is over 90% of Centrelink's business and 80% of FaCS work
- FaCS responsible for ensuring programs and services meet the Government's stated social policy outcomes



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The FaCS/Centrelink Relationship

- A unique relationship – both an alliance and business partnership
- Two independent and interdependent Commonwealth agencies in the same portfolio
- Both agencies report to the same Minister – the Federal Minister for Family and Community Services

The Business Partnership Agreement

- A three year agreement that sets out the payments, products and services Centrelink delivers for FaCS
- Reviewed each year to ensure it is current - Can be varied at any time
- Includes a statement of where we want the relationship to be in 2004
- Major component is Business Assurance Framework



Centrelink Customer Service

- Centrelink monitors its performance through the eyes of its customers.
 - Overall satisfaction with quality of people, services and information is 75%;
 - Customer satisfaction with level of service received on the last visit to their Customer Service Centre has increased to 84.3%;
 - Customer satisfaction with the quality of service received from Call Centres since their last call has increased to 85.3%; and
 - 87% said service experienced on last visit or phone call met or exceeded expectations.



Centrelink Customer Charter

- Public expression of Centrelink's commitment to good customer service
- It clearly and simply states:
 - How staff promise to treat customers;
 - How customers can assist staff in servicing them better;
 - Customers' rights;
 - Customers' responsibilities; and
 - How customers can provide feedback on the service they receive



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Centrelink Customer Charter

- Reviewed annually to ensure it reflects:
 - Business partnership between Centrelink and its client agencies;
 - Service needs and priorities of Centrelink's customers; and
 - Ways in which Centrelink delivers its services.

- Centrelink invites comments from:
 - Customers;
 - Representatives of community groups;
 - Staff; and
 - Client agencies.



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Centrelink Customer Experience (1)

- Experiences of customers impact on:
 - Their perceptions of and confidence in the service delivery arm of government;
 - The costs of delivering government services; and
 - The extent to which the Government's policy agenda is achieved