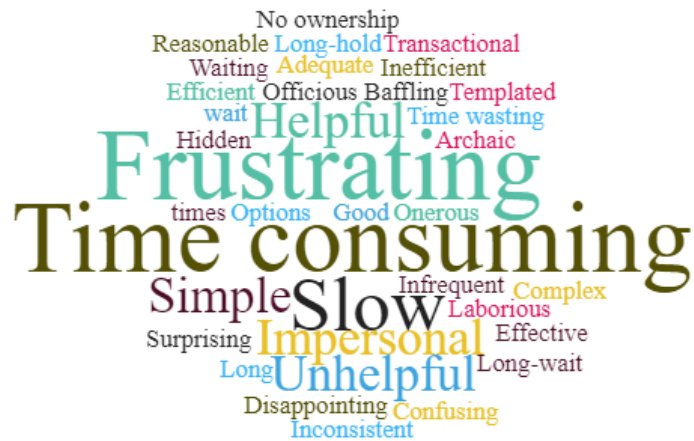


## Input into the Australian Public Service Review

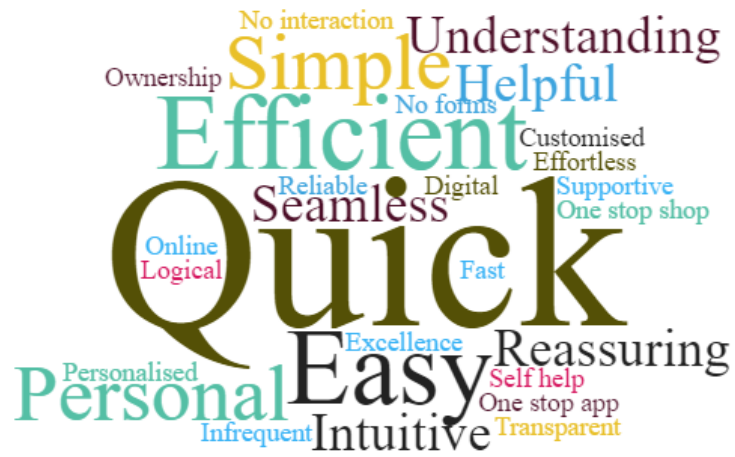
### Citizen experience

July 2018

Current citizen experience with Department of Human Services and Department of Health



Desired citizen experience with Department of Human Services and Department of Health



## A couple of real life stories relating to the citizen's experience with Department of Human Services

### Story number 1:

Having to deal with Centrelink to organise child care rebates has been painful. As my child was starting day care four weeks before the new Child Care Subsidy came into effect, I had to complete two separate claims for the former Child Care Rebate and the new Child Care Subsidy despite the fact both ask for the same personal information. My Child Care Rebate was processed without too much fuss, although I did have to follow up on three separate occasions. The Child Care Subsidy claim however took more than 10 phone calls where staff told me completely conflicting information about where it was stuck and why it was taking so long. In the end, I refused to get off the phone until it was sorted; which took more than 90 minutes. The root cause ended up being a "glitch" in their system where confirmation of my daughter's immunisations had not flowed through from Medicare to Centrelink. All up, I've probably spent close to 10 hours waiting on hold, speaking with agents and sending the same information through again and again. Very, very frustrating

### Story number 2:

In the past 6 months, my son's CRN account has been removed from husband's account and we stopped receiving rebates. No one told us that the CRN had been removed or contacted us to tell us the rebates had ceased. There is certainly blame with the company who manage the after school care however when I tried to call through to Family assistance to get it resolved I could not get through to anyone. The IVR was a nightmare - I said CRN, it didn't know what I meant and then just hung up on me. The same happened when I called a second time and tried saying Child Care Rebate. To be stuck in IVR hell and then it disconnects your call is a dreadful customer experience.

My second experience was that I used the online tools to set up our online account and had us linked to Medicare, the ATO and Family Assistance/Centrelink. I spent at least an hour doing this for myself and again for my husband.

My husband forgot his password, so it had to be reset and when this happened all of the previous linked information was gone. Very frustrating and time consuming.