

Minister's Expectation	Centrelink's Activities and Strategic Measures
<p>Make further improvements in the area of compliance, reducing fraud, errors and overpayments to customers</p>	<p>We will work with policy departments and the Department of Human Services to strengthen our fraud and compliance framework by contributing to the DHS/Department of Finance and Administration strategic review of fraud and compliance, implementing the 2007-08 Fraud and Compliance package of Budget measures and improving the management of fraud and compliance risks.</p> <p>We will measure our success through achievements against Key Performance Indicators and agreed Budget measure targets, including achieving 95% overall Payment Correctness.</p>
<p>Build confidence in the way it conducts its business</p>	<p>We will continue to build confidence in the way Centrelink conducts its business.</p> <p>We will measure our success through achieving the following targets which will reflect the confidence of the Government, the policy departments on whose behalf we deliver services, and our customers:</p> <ul style="list-style-type: none"> <li>• 95 per cent achievement of policy department Key Performance Indicators;</li> <li>• 86 per cent customer satisfaction with Centrelink; and</li> <li>• increased involvement and relationships with communities and business at the local level.</li> </ul>
<p>Make it easier for the Australian public to access services</p>	<p>Centrelink will work within Government policy to make it easier for Australians to access our services.</p> <p>We will improve access to our services by implementing the Integrated Service Delivery Network.</p> <p>We will continue to make improvements to forms and letters to ensure that content is clear and appropriate to both the customer and to business process.</p> <p>We will continue the work commenced in 06-07 regarding the use of new technologies to improve service delivery efficiencies and to reduce the overall number of letters and forms produced.</p> <p>The increased use of online services makes it easier for our customers to access Customer Service Advisers on complex issues. We will increase the number of self-service transactions undertaken by customers online by 5 per cent compared with the same month in the previous financial year.</p> <p>Centrelink will maintain its focus on proactive queue management, adoption of best practice and innovative approaches in this area. Centrelink will meet the agreed service targets set for Call Centres.</p>
<p>Deliver the Government's budget commitments and other initiatives according to agreed implementation schedules</p>	<p>Centrelink will meet agreed implementation schedules in delivering on Government's Budget commitments and other initiatives, working closely with policy departments to achieve this.</p>
<p>Demonstrate that it is delivering its day to day services as required by the Government and policy departments and as detailed in service delivery agreements and/or business partnership agreements</p>	<p>By achieving 95 per cent of the Key Performance Indicators committed to in our service delivery and business partnership agreements, Centrelink will demonstrate that it is delivering its day-to-day business for government.</p>

<b>Minister's Expectation</b>	<b>Centrelink's Activities and Strategic Measures</b>
<p>Build organisational and workforce capabilities to meet current and future demands and expectations</p>	<p>We will continue to build Centrelink's organisational and workforce capabilities to meet current demand, and in preparation for future expectations.</p> <p>We are committed to developing and maintaining united leadership throughout Centrelink, and will implement Leadership Dialogues and other leadership programmes which support this commitment.</p> <p>We are committed to providing our employees with the appropriate training they need to do their jobs. We will increase our workforce availability by reducing the number of employee-initiated separations and, when we are recruiting, we will fill vacancies faster.</p> <p>We are committed to building IT capabilities that support Centrelink's capacity to deliver services required by Government. We will continue to develop and implement standards and processes that strengthen IT system efficiency and effectiveness.</p>
<p>Foster collaboration with Human Services' agencies, to encourage innovation, efficiency and improved service delivery</p>	<p>We will continue to collaborate with Human Services' agencies to encourage portfolio efficiencies through co-operative approaches to the market in our procurement.</p> <p>Centrelink and other Human Services Agencies have been tasked with providing a shared services centre for financial and human resource processing. When established, this centre will provide savings for government.</p> <p>Our work in co-ordinating the Murray-Darling Basin Unit will lead to improved service delivery and enhanced access for farming communities. Working with a whole-of-government approach, we will identify and implement innovative solutions to drought-affected customers.</p>
<p>Demonstrate effective environmental management</p>	<p>Centrelink will improve its environmental performance in accordance with Centrelink's Environmental Policy Statement and its corporate Environmental Management System.</p>
<p>Promote and demonstrate sound financial management</p>	<p>Centrelink will continue to foster a strong financial culture. We are committed to an annual favourable net operating result within 1 per cent of budget. We will monitor and report on financial performance throughout the period of this Statement.</p>