



Section 2:
Report on performance

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Performance Summary

We successfully continued to deliver against our key performance indicators in 2008–09, meeting 86% of the service level agreements for the APS schemes and 89% for the military schemes as negotiated with the Trustee Boards (see page 19 for further detail).

Our customer satisfaction ratings have remained high, with the Quality Service Index (QSI) score of 77% showing a consistent level of customer satisfaction.

Table 1: Performance Information for Budget Outcome

Outcome: Superannuation administration services that meet the expectations of Government, scheme trustees, employers, members and beneficiaries.

Description: Administration of the superannuation schemes applying to Australian Public Servants and Defence Force members.

Performance Information for Output Group 1.1: Superannuation Administration Services

Key Performance Indicators	2008–09 Target	2008–09 Performance
Effectiveness Measures	Annual Effectiveness Reviews to Trustees showing that the agreed service standards have been met.	During 2008–09, we met 86% of the service level agreements (SLAs) for the APS schemes and 89% for the military schemes as specified by our Trustee Boards. Further details of our performance against SLAs are contained in Table 2.
	Quality Service Index of 75% or more in client service satisfaction surveys	For November 2008 to April 2009, the client satisfaction survey recorded a QSI of 77%. A QSI of 75% is equivalent to every respondent being satisfied with our services, where 100% is equivalent to every respondent being very satisfied.
Quality Measures	Service standards agreed with Trustees (e.g. timeliness of contributions receipts and benefits processing, accuracy of membership database and timeliness of annual information statements)	Specific details of our performance against SLAs are contained in Table 2.
Payment of benefits	85% within five working days	85% (86% for APS schemes and 85% for military schemes)
	95% within 15 days	95% (92% for APS schemes and 99% for military schemes)



Table 1: Performance Information for Budget Outcome (continued)

Key Performance Indicators	2008–09 Target	2008–09 Performance
Communication	90% of written correspondence responded to in 10 days	82% (76% for APS schemes and 88% for military schemes)
	90% of emails responded to in five days	77% (65% for APS schemes and 90% for military schemes)
	95% of manual calculations done within 20 days	98% for military schemes. A commitment was made to report against this standard for APS schemes, however system issues were identified during the year which impacted on our ability to do so.
	70% of telephone inquiries within 60 seconds	64% (58% for APS schemes and 70% for military schemes)
Pension payments	100% of pension payments made fortnightly in line with legislative requirements	100% for both APS and military schemes

Note: PBS targets for payment of benefits and communication were directly aligned with the service level agreements (SLAs) for military schemes as negotiated with the Trustee Boards. These targets are higher than the SLAs for APS schemes as negotiated with ARIA. Percentages have been rounded to the nearest whole number.

While we have not achieved these targets fully for all schemes, our main goal of improving the overall member experience has been achieved. We have improved several of our key business processes, maximising efficiency and providing a high level of customer service. This is proven in the minimal complaints received from members regarding the timeliness of benefits and responses to member inquiries during 2008–09 and through our member satisfaction survey results.

