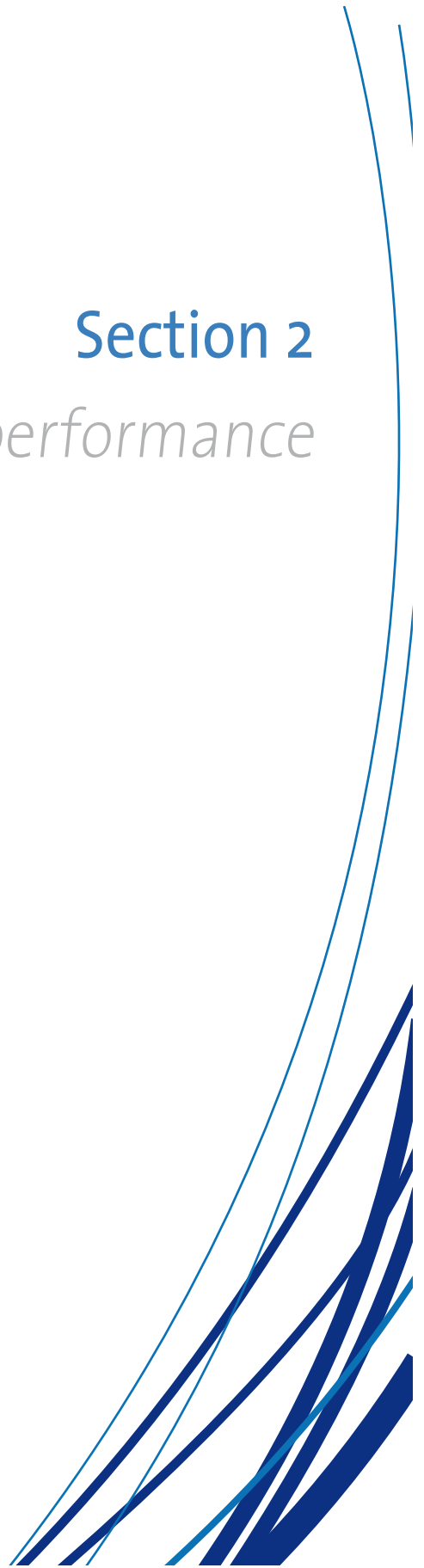


Section 2

Report on performance



Performance summary

We continued to perform our functions to a high standard against our program deliverables and key performance indicators for 2010–11. Performance tables below are consistent with information in the Portfolio Budget Statements (PBS). No changes were made to ComSuper’s performance targets from the PBS/Portfolio Additional Estimates Statements (PAES).

For the purposes of the PBS, ComSuper’s operations have a single outcome and program objective which is:

To provide access to Australian Government superannuation benefits and information, through developing members’ understanding of the schemes, processing contributions, supporting investment processes, paying benefits and managing member details, for Australian Public Servants and Defence Force members, on behalf of Trustee Boards.

Program 1.1: Superannuation Administration Services

Table 2: Performance against Program 1.1 Deliverables

Deliverables	2010-11 Target	2010-11 Actual
Maintain records and financial transactions for the schemes’ membership (Total number of contributor, preserved and pensioner members)	*697,100	694,631
Accurate and timely payment of benefits to scheme members (Benefit applications processed)	32,600	26,294
Accurate and timely fortnightly pension payments (Number of pensioners)	198,800	204,106
Timely responses to enquiries by scheme members (Number of telephone, e-mail and written inquiries through the call centre) ¹	340,500	356,015
Provide annual member statements to contributor and preserved members (Number of annual statements issued)	481,000	473,200
ComSuper will seek to comply with all scheme and regulatory requirements (Number of main schemes administered by ComSuper) ²	5	5

* This targeted figure anticipates the total number of contributor, preserved and pensioner members, i.e. our actual performance includes maintaining records for all members.

- 1 General trends over recent years show a slight decrease in telephone calls and written communication despite an increase in members and pensioners. This is due, in part, to members’ utilisation of other methods of communications, such as online services. We anticipate this trend will continue in future years.
- 2 As a result of the scoping study into ComSuper’s administration of superannuation services, the administration of the PSSap scheme is scheduled to be outsourced from 19 November 2011.

Table 3: Performance against Program 1.1 Key Performance Indicators

Key Performance Indicators (KPI)	2010-11 Target	2010-11 Performance	Historical Performance
Achievement of service standards (Proportion of standards achieved)	80%	92% for the APS schemes 95% for the military schemes	This KPI was met in 2009-10 and was new for that year
Biennial benchmarking of service costs (Costs at or below the median for peer group) ³	N/A	N/A	This KPI was met in 2009-10 (100%)
Annual member client satisfaction survey (Quality Service Index)	80% or higher	80%	We have historically met this KPI (over the last three years). Note: target prior to 2009-10 was 75% or higher
Timeliness of member statements (Issued by the statutory deadline of 31st December)	100%	100%	We met this KPI in the previous two years but not in 2008-09
Timeliness of new benefit payments (Routine benefits processed within five working days) ⁴	85%	97%	This KPI was met in 2009-10 and was new for that year
Timeliness of fortnightly pension payroll (Pension payments in bank accounts on time)	100%	100%	We have historically met this KPI (over the last three years)
Compliance issues appropriately reported and actively managed (Issues reported and managed)	100%	100%	We have historically met this KPI (over the last three years)

3 Benchmarking was not undertaken in 2010-11

4 The calculation method for the 'Timeliness of new benefit payments' KPI has changed from 2009-10. The indicator now refers to the processing of routine benefits, rather than the payment of all benefits. This change reflects the fact that some benefits involve highly complex processes that are unable to be completed and paid with five working days.

