

Annual Service Performance Measures

Difference from target

Comparison of the 2023 value with the 2023 target

Green	hit target or better
Amber	near miss (within 5% of target or as otherwise defined by the Department)
Red	missed target

Direction of travel

Comparison of the 2023 value with the 2022 value

Arrow direction indicates whether the 2023 value is more, less or the same as the 2022 value
 Arrow colour indicates whether direction of travel is **good (Green)**, **bad (Red)** or **steady (Blue)**

Minister	Dept	Lead Service	Performance measure description	2019	2020	2021	2022	2023	What we wanted to achieve in 2023	Difference from target	Direction of Travel
MSS	CLS	All CLS	Calls answered (%)	91.0%	95.4%	95.2%	95.9%	93.8%	At least: 95.0%	-1.2 PP	↓
MSS	CLS	All CLS	Customer effort (%)		78.0%	80.0%	84.2%	86.2%	At least: 80.0%	6.2 PP	↑
MSS	CLS	All CLS	Customer satisfaction rated very satisfied or satisfied (%)	85.4%	68.7%	78.2%	81.6%	85.1%	At least: 80.0%	5.1 PP	↑
MSS	CLS	Customer Operations	Sustainability of permanent Job Starts > 6 mths (%)	68.7%	88.6%	82.7%	80.7%	76.7%	At least: 70.0%	6.7 PP	↓
MSS	CLS	Customer Operations	Income Support new claims set up within SLA (%)	80.4%	100.0%	99.8%	96.2%	92.2%	At least: 95.0%	-2.8 PP	↓
MSS	CLS	Customer Operations	Job Starts achieved (% of target - 800 Job Starts)	87.7%	94.4%	80.5%	46.9%	57.1%	At least: 100.0%	-42.9 PP	↑
MSS	CLS	Customer Services	Business Licensing – applications turned around within SLA (%)	98.0%	83.9%	90.2%	97.6%	92.3%	At least: 90.0%	2.3 PP	↓