

Joint Committee of Public Accounts and Audit

**AUDITOR-GENERAL'S REPORTS No 452
ANSWER TO QUESTION ON NOTICE**

Department of Human Services

Topic: Request to expand on responses

Question reference number: QoN 10

Member: Joint Committee of Public Accounts and Audit

Type of question: Written

Date set by the committee for the return of answer: 16 March 2018

Number of pages: 1

Question:

Please provide a sense of what the review said.

Answer:

The review focused on improving the configuration of the Department's telephony system to improve call routing and the caller experience.