

## Senate Community Affairs Legislation Committee

### ADDITIONAL ESTIMATES – 11 FEBRUARY 2016 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** Kingston Service Centre closure - comparison

**Question reference number:** HS 11

**Senator:** Moore

**Type of question:** Hansard pages 120-121

**Date set by the committee for the return of answer:** 4 April 2016

**Number of pages:** 1

#### Question:

- a) Senator MOORE: In the letter to *The Kingborough Chronical*—I believe that must be the local paper—Minister Robert said that the closure of the Kingston service centre was due to visitation having reduced to 126 walk-in visitors each day. How does that compare to other regional centres in Tasmania, such as the Devonport or Burnie centres?

Ms Campbell: I do not have the numbers.

Senator MOORE: That could go on notice.

- b) Senator MOORE: In the letter to the *Kingborough Chronicle*, Minister Robert also said that engagement with the 126 visitors on average per day is five minutes each. Can you provide details of this data and all other data regarding usage compared to 2013 and compared to your target for similar regional offices.

Ms Campbell: We will take that on notice.

#### Answer:

a)

Service Centre	Average Contacts Per Day (Oct 2015)
Kingston	126
Burnie	171
Devonport	223

- b) Customer usage data for October 2015 was as follows:

Kingston Service Centre	October 2015
Total Contacts	2,777
Average Daily Contacts	126
Average Service Duration	4.52
Average Wait Time	6:54

A change in the way data is recorded means that usage data before 2015 cannot be directly compared to current usage data.