

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 11 FEBRUARY 2016 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Telephony

Question reference number: HS 15

Senator: Siewert

Type of question: Hansard pages 124-125

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

Number of pages: 1

Question:

Senator SIEWERT: Are you able to give me the figures for the calls for the customers that use the IVR options, which then transfers them to the self-serve application?

Mr Maloney: I can give you the number of calls that shows the self-service application inside the IVR, and then finish. That was 2.4 million calls so far this year.

Senator SIEWERT: Do you have last financial year's?

Mr Maloney: Last financial year for the same period was 2.6 million.

Senator SIEWERT: That was for the whole of the year?

Mr Maloney: No, that was just for the six months. It is the same period—July to December.

Senator SIEWERT: Sorry, I was looking for 2014-15, for the whole of the year. I beg your pardon if I was not clear.

Mr Maloney: I am not sure that I have that.

Ms Campbell: We can take that on notice for you, Senator.

Answer:

In 2014–15, approximately 4.8 million customers chose the corresponding option in the IVR which resulted in a transfer to the self-service application.