

## **Senate Community Affairs Legislation Committee**

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

#### **Department of Human Services**

**Topic:** Telephony system

**Question reference number:** HS 129

**Senator:** Cameron

**Type of question:** Written

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

**Number of pages:** 1

#### **Question:**

Please provide an update on the rollout of the new telephony system, its cost, training and any impacts it will have on staff numbers.

#### **Answer:**

Telstra has completed migrating the Department's core technology components onto the new telephony platform.

The new digital solution was successfully deployed in the Centrelink environment in May 2016. All of the Department's calls have now transitioned to the new solution.

In June 2016, the Department of Veterans' Affairs successfully migrated to the new solution.

The new forecasting and staff rostering tool was implemented across the service delivery network on 11 July 2016.

As a consequence of the roll-out of the new telephony system, customer calls can be more easily routed to skills tagged officers and speech analytics technology is available to the department. Approximately 12,000 officers have been trained in the new telephony softphone software. The new telephony system is not expected to have any impact on current staffing numbers.

The total contract is \$617.62 million for over five years from the period 2012 to 2018, with an optional extension of two years from 2018 to 2020 at a cost of \$228.85 million, excluding GST.