

## Senate Community Affairs Legislation Committee

### ADDITIONAL ESTIMATES – 2 MARCH 2017 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** Call transfers

**Question reference number:** 16 (HS 16)

**Senator:** Pratt

**Type of question:** Hansard page 31

**Date set by the committee for the return of answer:** 21 April 2017

**Number of pages:** 1

#### **Question:**

Senator PRATT: Could you perhaps take on notice how many transfers are made and what the waiting time is when people have called the right line and are being transferred within that area?

Ms Campbell: It is very difficult for us to be able to say 'called the right line', because that would require us to capture—

Senator PRATT: Well, people who are transferred within the same unit rather than to a different—for example, if I called the Families line, and I am transferred to someone else within Families. I want to know whether you are adding the wait times together in that instance.

Mr Jackson: We can take that on notice.

#### **Answer:**

The number of calls transferred (within and outside) main business lines are:

#### *Transfer Rates by Main Business Line, 2 January 2017 to 19 February 2017*

<b>Queue</b>	<b>Answered Calls</b>	<b>Total Transfers</b>	<b>% Transferred</b>
Disability, Sickness and Carers	217,207	46,655	21.5%
Employment Services	242,539	58,842	24.3%
Families and Parenting	568,436	172,895	30.4%
Older Australians	153,276	34,265	22.4%
Youth and Students	159,778	44,328	27.7%
<b>Total</b>	<b>1,341,236</b>	<b>356,985</b>	<b>26.6%</b>

Due to limitations with the available data, the waiting time for a call following a transfer is not available.