

## **Senate Community Affairs Legislation Committee**

### **BUDGET ESTIMATES - 4 JUNE 2013 ANSWER TO QUESTION ON NOTICE**

#### **Human Services Portfolio**

**Topic:** Call Centres – Engaged Signals and Total Calls

**Question reference number:** HS 11

**Senator:** Fifield

**Type of question:** Hansard page 74

**Date set by the committee for the return of answer:** 26 July 2013

**Number of pages:** 2

#### **Question:**

Senator FIFIELD: Can you give me the engaged signal percentages for those months?

Mr Rimmer: I cannot give you percentages. I do have some data on the number of engaged signals but I do not have that in percentage form.

Senator FIFIELD: Do you have numbers of the total calls placed?

Mr Rimmer: I could probably provide those two pieces of information but to give you the correct information in a form that is useful it is perhaps better to take it on notice.

Senator FIFIELD: Yes, please do.

#### **Answer:**

Refer following page

<b>2011–12</b>	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	<b>Total</b>
Busy Signals	5,515,341	1,994,607	2,456,029	1,839,331	2,763,689	2,549,573	2,502,125	3,662,003	2,960,095	1,835,745	2,831,602	2,284,682	<b>33,194,822</b>
Total Calls Placed	9,873,090	5,708,320	5,698,941	5,039,856	6,327,999	6,113,275	6,263,841	7,382,004	6,534,342	5,270,351	7,028,184	6,121,793	<b>77,361,996</b>
Busy Signals / Total Calls Placed	55.86%	34.94%	43.10%	36.50%	43.67%	41.71%	39.95%	49.61%	45.30%	34.83%	40.29%	37.32%	<b>42.91%</b>

<b>2012–13</b>	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	<b>Total</b>
Busy Signals	5,516,268	1,582,857	720,515	982,690	2,869,694	2,628,434	6,746,926	3,945,486	4,441,978	1,517,704	437,382	1,117,937	<b>32,507,871</b>
Total Calls Placed	10,055,239	5,225,183	3,641,650	4,279,880	6,325,112	5,953,737	10,865,262	7,483,396	7,934,033	4,947,582	3,822,147	4,000,988	<b>74,534,209</b>
Busy Signals / Total Calls Placed	54.86%	30.29%	19.79%	22.96%	45.37%	44.15%	62.10%	52.72%	55.99%	30.68%	11.44%	27.94%	<b>43.61%</b>

**Busy Signals:** number of calls that do not access the Department of Human Services Interactive Voice Response Unit and receive an engaged signal. Busy Signal figures do not represent the number of individual callers as some people will make multiple attempts to call and receive a busy signal on more than one occasion.

**Total Calls Placed:** Successful Calls + Busy Signals

**Successful Calls:** number of calls which access the Department of Human Services Interactive Voice Response Unit.

Note: during the period November 2012 to March 2013 a system coding issue caused some callers on some days to unintentionally receive a busy signal. This issue was corrected by the service provider in late March 2013.