

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 1 JUNE 2017 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Call Wait Times – Income Management Lines

Question reference number: HS 11 (SQ17-000092)

Senator: Siewert

Type of question: Hansard page 106

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

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Question:

Senator SIEWERT: In terms of the income management line, could you tell me the data on how many calls you got. Is that possible? There are two, aren't there?

Ms Brill: I am afraid I will have to take that on notice. I do not have the actual income management line specifically.

Senator SIEWERT: There is one where people check their accounts and there is one where people ring for more general information.

Ms Campbell: I think that is the case. I do not think we have that information with us tonight, I am afraid.

Mr Jackson: No.

Senator SIEWERT: Could you take that on notice.

Ms Campbell: We can.

Answer:

Total contacts for the Income Management lines for the period 1 July 2016 to 30 April 2017 are in the following table:

| Income Management Lines | Calls |
|-------------------------|-----------|
| Income Management | 91,802 |
| Basic Card | 1,679,337 |