

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 1 JUNE 2017 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Call Data Report

Question reference number: HS 12

Senator: Siewert

Type of question: Hansard page 108

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

Number of pages: 2

Question:

Senator SIEWERT: Yes, I understand where you are coming from. I ask this every estimates. What we have been doing with DSS is, because I have the same pattern of behaviour of asking for certain numbers—income management for example—they now prepare a report for us every estimates, which is enormously helpful. Is it possible that, to save time, you could do that for the missed calls and each of the wait times for each of the lines? Is that possible?

Ms Campbell: Yes, we can do that. And then we would table it?

Senator SIEWERT: Yes, that would be extremely helpful.

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Senator SIEWERT: While you are just getting ready there, are you able to break down those missed calls in to each of those lines?

Ms Campbell: I do not think we are. We will take that on notice, but I think it is when it comes first in.

Senator SIEWERT: I presumed that, but I thought it was worth trying.

Mr Jackson: We will certainly have a look.

Answer:

Social Security Welfare Busy Signals by Main Business lines from 1 July 2016 to 30 April 2017 is in the following table:

	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal
Centrelink (Social Security and Welfare)	17,861,923	5,997,977	15:58	42,044,206
Disabilities, Sickness and Carers	1,337,902	544,835	27:46	7,557,963
Employment Services	1,429,408	660,542	30:01	10,472,363
Families and Parenting	4,173,683	1,150,036	15:53	16,299,671
Older Australians	926,638	416,393	18:00	513,895
Youth and Students	914,052	369,051	30:06	7,135,979
Participation	581,626	402,756	38:18	-
Other	8,498,614	2,454,364	08:31	64,335