

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 23-24 OCTOBER 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Managed Telephony Contract – possible contact centre services – innovation

Question reference number: HS 13

Senator: Cameron

Type of question: Hansard page 42, 24 October 2014

Date set by the committee for the return of answer: 12 December 2014

Number of pages: 1

Question:

Senator CAMERON: Can you provide me with details of this innovative process on notice?

Senator Payne: We will take it on notice, Senator, but you would be aware that the department is under direction, for want of a better word, in relation to negotiations through Fair Work Australia.

Answer:

The innovative process will involve the trial of possible applications of the new technologies that the Managed Telecommunications Service brings when implemented in 2015, i.e. workload management, telecommunications technology and contact centre management expertise. Smart Centres Division and Telstra will work together to progress ideas and improvements.