

## **Senate Community Affairs Legislation Committee**

### **SUPPLEMENTARY BUDGET ESTIMATES – 20 OCTOBER 2016 ANSWER TO QUESTION ON NOTICE**

#### **Department of Human Services**

**Topic:** Service Centre – face to face service

**Question reference number:** 32 (HS 33)

**Senator:** Watt

**Type of question:** Written

**Date set by the committee for the return of answer:** 2 December 2016

**Number of pages:** 1

**Question:**

What percentage of customers entering a Service Centre required face to face service by quarter in the last two financial years?

**Answer:**

Customers may enter a service centre and go straight to the self-service terminal to undertake their business. These contacts are not captured by the department.

All customers seen by a Customer Liaison Officer are considered to have received face to face service.