

**Senate Economics Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**TREASURY**

**Australian Taxation Office**

(Budget Estimates 2 June 2005)

**Outcome 2**

**Topic: Log of issues raised--Choice**

**Hansard Page: E82-83**

Senator Sherry asked:

Do you keep a log of probably not all of the hits or the phone calls but of the range of issues being raised and the number?

*Mr Jackson—I do, yes.*

**Senator SHERRY**—Do you have information there on that?

*Mr Jackson—I will have to check on that. I will get someone to have a look but yes, we do.*

Answer:

1. Figures to mid-June 2005:

- Hits on [www.superchoice.gov](http://www.superchoice.gov) 155,000
- Number of calls to Super Choice Infoline 32,246

2. Range of questions from the call centre:

Ordering of Publications	60% = 19,348
Eligibility	15% = 4,837
Record Keeping	15% = 4,837
General	10% = 3,224

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**Outcome 2**

**Topic: Choice hotline**

**Hansard Page: E82**

Senator Sherry asked:

How many calls from employers have you had to the hotline so far?

*Mr Jackson—Can I take that on notice? As at the end of May, we had 20-something thousand calls in total.*

Senator SHERRY—Approximately.

*Mr Jackson—I would have to get the split between what are employers and what are others, but many of those are from employers.*

Senator SHERRY—Yes, I would certainly anticipate that.

Answer:

The total number of calls into the Super Choice Infoline up to 11 June 2005 is 32,246. This figure is broken down into caller groups as follows:

• Employers	16,103
• Employees	14,659
• Financial planners & tax agents	<u>1,484</u>
	<u>32,246</u>