

Senate Standing Committee on Economics

ANSWERS TO QUESTIONS ON NOTICE

TREASURY

Australian Taxation Office

Supplementary Budget Estimates 22 October 2008

Question **SBT 40**
Topic: **Call Centre staff**
Hansard Page: **Written QON**

Senator Bushby asked:

1. How many staff who work in the call centre have tertiary degrees?
2. Have any tertiary qualified staff been asked to work in the call centres because of staff shortages in the call centres?

Answer:

1. The identification of educational qualifications in the Tax Office is currently a voluntary undertaking by staff.

As at 30 September 2008:

- 53% of ongoing call centre staff have supplied this information. Of these:
 - 43% have a university qualification as their highest qualification;
 - 44% have a TAFE qualification as their highest qualification;
 - 1% have an undergraduate diploma from an institution other than a university or TAFE as their highest qualification.
 - 65% of non-ongoing or irregular/intermittent call centre staff have supplied this information. Of these:
 - 40% have a university qualification as their highest qualification;
 - 30% have a TAFE qualification as their highest qualification;
 - 1% have an undergraduate diploma from an institution other than a university or TAFE as their highest qualification.
2. In order to meet changing seasonal workloads across the organisation some staff are required, as part of normal workforce planning, to move between different work types – these are staff in customer service or processing areas whose work generally includes a component of telephony work. There may be staff within these areas that have tertiary qualifications; however, this is not a factor in any decision about workforce shifts.