

**SENATE EMPLOYMENT, WORKPLACE RELATIONS AND EDUCATION
LEGISLATION COMMITTEE**

**2005-2006 BUDGET SENATE ESTIMATES HEARING
30, 31 MAY and 3 JUNE 2005**

EMPLOYMENT AND WORKPLACE RELATIONS PORTFOLIO

QUESTIONS ON NOTICE

Comcare

Question Number: W399-06

Question:

Senator Marshall provided in writing:

How many people worked in the Comcare Call Centre in 2003-04?

What were the Call Centre's hours of operation in 2003-04?

How many actual days was the Call Centre operational in 2003-04?

How many people worked in the Comcare Call Centre in 2003-04, per shift?

Please aggregate the 142,145 by reason for call.

Can the Agency please provide similar figures for the period 2004-05 and 2005-06 (so far)?

Answer:

There were 6.45 Full Time Equivalent staff working in the Comcare Call Centre in 2003-04.

The Call Centre hours of operation in 2003-04 were 8.00am to 5.00pm, Monday to Friday.

The Call Centre was operational in 2003-04 for 252 days.

The Call Centre operates between 8.00am and 5.00pm on business days and therefore shifts are not used.

Comcare does not routinely classify calls by reason. Sampling conducted from time-to-time indicates that calls can be broadly classified as follows:

- 35% are resolved at the first point of contact in the Call Centre;
- 55% are compensation matters referred to claims management areas;

- 5% are matters relating to medical accounts referred to the benefit payment area; and
- 5% are referred to other areas including Occupational Health and Safety and corporate.

Call Centre staffing and hours/days of operation for 2004/05 continued on the same basis as for 2003-04 and are expected to be similar for 2005-06.

As at 15 June 2005, 142,376 calls had been received by the Comcare Call Centre.