

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Budget Estimates 2011-2012**

Outcome 1 - Early Childhood

DEEWR Question No.EW0454_12

Senator Nash asked on 1/06/2011, Hansard page 127.

Question

Child Care - Staff Allocated to CCMS Help Desk

Senator NASH: That will be fine. The CCMS help desk—how many phone calls would be received, just roughly, on average on a monthly basis? Mr Kimber: We have a figure here for on a daily basis. On average, it is 475 calls a day. Senator NASH: How many staff are allocated to that? Do you want to take it on notice? Mr Kimber: Yes, I do want to take that one on notice.

Answer

As at 1 June 2011, 27 staff were employed by the Department in the CCMS Operations & Helpdesk Section of the Office of Early Childhood Education and Child Care.