

Senate Standing Committee on Education Employment and Workplace Relations

**QUESTIONS ON NOTICE
Budget Estimates 2012-2013**

Outcome 1 – Early Childhood, Working Age and Indigenous Participation

DEEWR Question No. EW0324_13

Senator Nash asked on 30 May 2012, Hansard page 31

Question

Child Care Management System

Senator NASH: How many childcare centres were actually impacted by the problems? Ms Taylor: It is hard to gauge but the way we gauged it, as I said last time, was looking at our helpline—the number of calls that were attributed to that particular issue in the helpline above what we would normally be receiving. I think there were two particular days—one, I think, was 31 January and one was something like 7 February—and there were around 360 extra calls on those days. I will get Ms Caldwell to check those numbers.

Answer

Child care services were impacted in different ways because the problems were intermittent and not all services that experienced a problem made contact with the Child Care Management System Helpdesk. There was an increase in calls to the Helpdesk throughout the period of the connectivity problems and this increase can be used to estimate the number of services impacted by these problems.

In the 12 month period from May 2011 to April 2012, the average number of calls to the Helpdesk was 380. During the period 27 January to 21 February 2012, when the connectivity issue occurred, the average number of calls to the Helpdesk was 527.