

EDUCATION, SCIENCE AND TRAINING

SENATE LEGISLATION COMMITTEE - QUESTIONS ON NOTICE 2006-2007 SUPPLEMENTARY BUDGET ESTIMATES HEARING

Outcome: 2

Output Group: 2.1 – Funding for vocational education and training

DEST Question No. E604_07

Senator Wong provided in writing.

Question:

[National Training Complaints Hotline - please update answer to question 154_06 with the latest available data, that is:]

How many calls has the hotline received since it was established in June 2003? (Please break down calls received by month).

Please provide annual expenditure on the hotline in the years 2003/04, 2004/05 and budgeted for 2005/06.

How many staff are allocated to this initiative?

Answer:

Number of calls received by Hotline since June 2003 (by month)

Attachment 1 provides a monthly summary table of calls and email correspondence received since the establishment of the Hotline.

Annual expenditure

Costs for the last three financial years are:

Year	Line Charges	Estimated Salary Costs	Staff Training	Total
2003/04	\$580.03	\$7,600.00		\$8,180.03
2004/05	\$547.65	\$5,578.53	\$135.00	\$6,261.18
2005/06	\$1,014.70	\$11,648.00		\$12,662.70

Staff allocation

The task of responding to calls and emails is managed primarily by one officer as part of their duties.

Attachment 1**NATIONAL TRAINING COMPLAINTS HOTLINE - Monthly Summary**

Month	Year	Hotline calls	email contacts	Total
July	2003/04	15	10	25
	2004/05	9	1	10
	2005/06	17	4	21
August	2003/04	6	7	13
	2004/05	12	2	14
	2005/06	20	7	27
Sept	2003/04	11	6	17
	2004/05	7	4	11
	2005/06	13	9	22
Oct	2003/04	5	4	9
	2004/05	7	1	8
	2005/06	17	8	25
Nov	2003/04	5	7	12
	2004/05	12	2	14
	2005/06	15	7	22
Dec	2003/04	13	5	18
	2004/05	9	1	10
	2005/06	24	4	28
Jan	2003/04	2	4	6
	2004/05	3	4	7
	2005/06	19	6	25
Feb	2003/04	10	6	16
	2004/05	7	5	12
	2005/06	19	6	25
Mar	2003/04	21	9	30
	2004/05	7	1	8
	2005/06	25	4	29
April	2003/04	6	2	8
	2004/05	7	2	9
	2005/06	14	10	24
May	2003/04	19	2	21
	2004/05	18	1	19
	2005/06	16	9	25
June	2002/03	13	5	18
	2003/04	17	3	20
	2004/05	9	1	10
	2005/06	28	8	36
				654
Total	2002/03	13	5	18
	2003/04	130	65	195
	2004/05	107	25	132
	2005/06	227	82	309
Total all years		477	177	654