

**Senate Standing Committee on Finance and Public Administration**

**ANSWERS TO QUESTIONS ON NOTICE**

**Human Services Portfolio**

Additional Estimates 2006-2007, 13<sup>th</sup> and 16<sup>th</sup> February, 2007

**Question: HS72**

**Agency: Centrelink**

**Outcome 1, Output 1.1**

**Topic: Centrelink Call Centres**

**Hansard Page/Written Question on Notice: Written Question on Notice**

**SENATOR MOORE** asked on 16/02/2007:

1. When will Centrelink introduce the Call Coaching system?
2. What research, development and implementation stages will Centrelink go through to introduce this system?
3. What is the budget for the research, development and implementation stages prior to implementation of the Call Coaching system? How will this budget be spent?
4. Will there be extra staff engaged to work on this project?
5. Will Centrelink consult with all employees and their union about these changes? If so, please explain how and the timeframe for this consultation.
6. What does Centrelink intend to do with the taped and stored calls?

**ANSWER:**

1. The Call Coaching system commenced on 19 February 2007.
2. The Call Coaching process is based on research into similar practices in other organisations within the call centre industry and Public Sector.
3. Work associated with the implementation of call coaching is being progressed by employees within their usual duties.
4. No.
5. Yes. Centrelink Call commenced consultation with Call Centre employees in October 2006 and has provided opportunities for employees to provide comments and suggestions via the use of anonymous surveys, presentations, question and answer forums and the usual communication mediums within their sites. Consultation has also occurred within the framework of the Centrelink Employee Consultative Forum, with both employees and their representatives, including the relevant union. It is intended that future consultation will be conducted in the same manner.
6. The main purpose of recording calls will be to improve the quality of service provided to Centrelink customers. Privacy Legislation and Guidelines, together with best practice approaches from relevant organisations, will guide the development and storage of recordings.

Call Coaching does not involve taping and storage of calls at this time.

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To prepare this answer it has taken approximately 4 hours and 46 minutes at an estimated cost of \$273.