

**Senate Finance and Public Administration Standing Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**ADDITIONAL ESTIMATES – 24 FEBRUARY 2009**

**Human Services Portfolio**

**Department/Agency:** Centrelink

**Outcome/Output Group:** Outcome 1/Output Group 1.1

**Topic:** Network, Centrelink Call

**Senator:** Scullion

**Question reference number:** HS19

**Type of question:** Written

**Date set by the committee for the return of answer:** 9 April 2009

**Question:**

**HS19:** The ANAO report released on 17 Feb 2009 revealed over 3000 complaints from people who received ‘call centre busy’ on the phone.

**HS19a:** Does the department have any mechanism to record the number incidences or number of minutes a day that the incoming call routing system is at maximum capacity and unable to answer further calls?

**HS19b:** How many occurrences or minutes have been recorded as call centre busy per month and year for the last reporting period?

**HS19c:** For the latest reporting period what was the average time to answer a customer call on all access numbers?

**HS19d:** For the latest reporting period how many calls take longer than 5 minutes? How many between 10 and 15 minutes? How many 15 minutes plus?

**HS19e:** What was the longest on hold call recorded?

**Answer:**

**HS19a:** No.

**HS19b:** See answer to HS19a.

**HS19c:** The average time to answer result for 2007-08 was 106 seconds.

**HS19d:** This information is not readily available and would require significant resources and time to produce.

**HS19e:** This information is not readily available and would require significant resources and time to produce.

**Number of pages:** 1