

Senate Finance and Public Administration Legislation Committee
Additional Estimates Hearing – February 2010
ANSWER TO QUESTION ON NOTICE

Topic: Green Loans – Call Centre – Hold Time and Drop Outs

Question reference number: CC60

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Question: (Senator Birmingham)

Senator BIRMINGHAM—What is the drop-out rate of calls at the data centre?

Mr Thompson—I do not have that information as a statistic.

Senator BIRMINGHAM—Could you take on notice the average number of daily calls, the average dropout rate and the average hold time.

Answer:

From the 29 March – 7 April 2010 (6 business days, given the Easter public holiday period) the average number of daily calls to the Green Loans Booking Centre was 1,195 with a dropout number of 54 calls for the entire period.

The table below shows average speed to answer calls on a daily basis from 29 March – 7 April 2010.

Date	Average Speed to Answer
29 March	Zero seconds
30 March	Zero seconds
31 March	1 second
1 April	19 seconds
6 April	Zero seconds
7 April	3 seconds