

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Department of Human Services and agencies

Budget Estimates 2005-2006, 26 May 2005

Question: HS5

Outcome 1, Output Group 1.1

Topic: Centrelink - Outbound calls to Parenting Payment Partnered and Parenting Payment Single customers

Hansard Page/Written Question on Notice: F&PA 16 26/5/05

SENATOR EVANS—Can I ask the obvious question. It may have been asked before and I missed it. What is the number of contacts for each group? Are you actually speaking to one group more than the other?

Mr Whalan—I do not have a split between partnered and single; I have an aggregate. We can seek a split between partnered and single, but I do not have it.

SENATOR EVANS—If you could on notice the provision of those figures it would be helpful. But you have been around a long time and you know how this works...

Answer:

During the period 3 December 2004 and 29 April 2005:

26,001 outbound call attempts were made to Parenting Payment Partnered customers and 9,881 were successfully contacted.

58,302 outbound call attempts were made to Parenting Payment Single customers and 19,079 were successfully contacted.

The number of attempts and contacts with Parenting Payment Single customers is higher, because as at April 2005 there were 172,711 Parenting Payment Partnered customers and 452,607 Parenting Payment Single customers.