

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: HS6

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 16-17 26/5/05

SENATOR WONG—So you do not know, of that 29,000, how many fall into each group?

Mr Whalan—No. I can tell you that, to make the 29,000 contacts, we made 85,000 calls. But, once again, that is an aggregate. It is not split between the groups.

SENATOR WONG—Are they off the same database?

Mr Whalan—Effectively, yes.

SENATOR WONG—Perhaps you can take those questions on notice. Was the December 2004 decision to start doing that a ministerial directive?

Answer:

During the period 3 December 2004 to 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.