

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**Department of Human Services and agencies**

Budget Estimates 2005-06, 26 May 2005

**Question: HS88**

**Outcome 1, Output Group 1.1**

**Topic: Centrelink - Centrelink Call Centres**

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

**SENATOR EVANS** asked on 26 May 2005:

(1) In the 2003, 2004 and 2005 (to date) calendar years, what has been the total number of telephone calls to Centrelink call centre numbers?

(2) In the 2003, 2004 and 2005 (to date) calendar years, what is the average time taken for callers to Centrelink call centre numbers to be connected with Centrelink customer service officers (that is, what is the average waiting time for callers to Centrelink call centre numbers)?

**Answer**

This information can be found in the 2004-05 Centrelink Annual Report.