

Senate Finance and Public Administration Legislation Committee
ANSWER TO QUESTION ON NOTICE
Prime Minister and Cabinet Portfolio
Department of Climate Change
Budget Estimates Hearing—May 2009

Written question reference: CC3b

Outcome/Output: Outcome 1, Output Group 1.1 – Response to climate change

Topic: Climate Change Call Centre

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Question: (Senator Abetz)

Senator ABETZ—Yes, thank you. That would have done. How much does that make the cost per call, given that we were told that the cost was \$83,000 to run the centre?

Dr Parkinson—We will do the mathematics for you, Senator.

Senator ABETZ—Thank you for that. And if you could tell us what hours the call centre was open and what actual days and also the hours worked per person that would be very helpful.

Answer:

The campaign call centre received 1,616 calls, making the cost \$51.36 a call as previously reported in *The Sunday Age* on 3 May 2009.

It operated Monday to Friday from 8.30am to 7.00pm from 21 July 2008 to 31 October 2008. It did not run on the one state-wide NSW public holiday in this period.

The hours worked by each individual staff member were not specified in the contract between the Department and the call centre. The call centre's staff rostering arrangements were an internal commercial matter.