

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: CC42a-j

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

Topic: Climate Change Call Centre

Hansard Page: Not relevant for written QoN

Question: (Senator Johnston)

In relation to the \$83,000, referred to above (CC41), for the call centre, we were told in the answers to the last Estimates which we recently received, that the call centre ran from 21 July to 31 October last year.

- a) Exactly how many days did the call centre operate last year?
- b) I am told that the call centre took 1616 calls. Do you know what the cost was per call? I am told that if you divide the \$83,000 by the 1616 calls received over that period, the cost is just over \$51 per call.
- c) How many people worked in the call centre?
- d) What hours was it open?
- e) Do you know how many calls the call centre took per hour?
- f) I am told that if you divide the 1616 calls by about 74 working days, that makes less than 22 calls a day. If they worked an eight hour day, that would make it less than one call every 20 minutes for the entire call centre, would it not?
- g) Has that total cost of the call centre changed?
- h) How does the department rate the success of this call centre?
- i) What assessment has been carried out in the effectiveness or otherwise of the call centre?
- j) Is the call centre being revised?

Answer:

- a) 74 business days.
- b) Yes. The call centre took 1,616 calls making the average cost per call \$51.36 as reported in *The Sunday Age* on 3 May 2009.
- c) 10 people worked in the call centre. This included:
 - 1 x Call Centre Manager
 - 7 x Customer service agents trained to work on the campaign
 - 1 x IT specialist
 - 1 x Administration officer

- d) The call centre operated from 8.30am – 7.00pm, Monday to Friday. It did not run on state-wide NSW public holidays. There was only one public holiday in the period of operation.
- e) The call centre took an average two calls per hour for the total period. However, this is an average and would not reflect the variant pattern of calls that could be expected.
- f) This level of detail was not required in the call centre's reporting.
- g) No. The call centre concluded on 31 October 2008.
- h) The call centre successfully performed the services it was contracted for.
- i) No. The Department did not conduct a formal assessment of the effectiveness of the call centre.
- j) No. The Department no longer has a contract with the call centre.