

**Senate Finance and Public Administration Standing Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**BUDGET ESTIMATES – 28 MAY 2009**

**Human Services Portfolio**

**Department/Agency:** Australian Hearing  
**Outcome/Output Group:**  
**Topic:** Telscreen

**Senator:** Bernardi

**Question reference number:** HS18

**Type of question:** Hansard F&PA 106, 28 May 2009

**Date set by the committee for the return of answer:** 10 July 2009

**Question:**

**Senator BERNARDI**—Okay. Can you tell me about the costs associated with running that service?

**Mr Grundy**—I do not have the exact costs for that service but the Telscreen is a 1800 service which is free to the clients. The cost is borne by Australian Hearing from the revenues obtained by our commercial operation. I do not have the exact figures available at this time. I can come back to you and take on notice the actual costs.

**Answer:**

**HS18:** The telephony and Interactive Voice Response (IVR) provider for the Telscreen service was established through a competitive tender and as such the costs are commercial-in-confidence. The costs associated with the provision of the Telscreen service are competitive compared to standard market rates. The cost of the Telscreen service is funded from revenue generated by Australian Hearing's commercial voucher market operations.

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