

# Senate Finance and Public Administration Standing Committee

## SUPPLEMENTARY BUDGET ESTIMATES – 20 October 2009 ANSWER TO QUESTION ON NOTICE

### Human Services Portfolio

**Topic:** Centrelink Call Centres

**Question reference number:** HS35 (a–e)

**Senator:** Scullion

**Type of question:** *Written*

**Date set by the committee for the return of answer:** 4 December 2009

**Number of pages:** 2

**Question:**

- a) How many cases or enquiries are escalated after the original call centre operator or customer service officer is unable to resolve the issue?
- b) What records are kept to track resolution times?
- c) Are details recorded on customer files of promised call back times?
- d) Are these undertakings to call a customer or client audited or reviewed?
- e) What processes are in place to ensure that if a customer or client is advised that Centrelink would contact them with further information that the contact is made?

**Answer:**

- a) When a Centrelink Call Centre operator is unable to finalise a customer enquiry, the call is referred for call back, to be undertaken by the customer's local Customer Service Centre. From July to September 2009 the following calls were referred for call back by Centrelink Call Centre employees:

<b>Month</b>	<b>Calls referred for call back</b>
July 2009	70,331
August 2009	76,818
September 2009	78,158

For Centrelink Customer Service Centres, of the total number of customers seen at reception each day, 18,000 to 20,000 are referred to another Customer Service Adviser due to the complexity or specialist nature of the enquiry.

- b) Call backs are recorded on each customer's electronic customer record in the form of on-line documents. This includes details of the enquiry, contact time and monitoring keywords.
- c) Call backs must be completed within three working hours. If a call back appointment is booked for a specific time, the call must be made within 10 minutes either side of the appointed time. This information is provided to customers at the time of the initial enquiry.
- d) All activities on customers' electronic records are monitored throughout the day by Customer Service Advisers and Team Leaders in Customer Service Centres and by Centrelink Area Offices. This ensures that activities such as call backs are promptly identified and actioned.
- e) Workload management activities, including call backs, are regularly monitored in Customer Service Centres.