

Senate Community Affairs Legislation Committee

**SUPPLEMENTARY BUDGET ESTIMATES – 22 OCTOBER 2015
ANSWER TO QUESTION ON NOTICE**

Department of Human Services

Topic: Telephony wait times

Question reference number: HS 84

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 11 December 2015

Number of pages: 1

Question:

Please provide details of initiatives other than electronic, IT, and E-Gov initiatives to reduce call waiting times especially in Social Security and Welfare?

Answer:

See answer to question HS 40, part (c)