

**Senate Standing Committee on Education Employment and Workplace  
Relations**

**QUESTIONS ON NOTICE  
Additional Estimates 2011-2012**

**Outcome 4 - Employment**

**DEEWR Question No.** EW0954\_12

**Senator Bernardi provided in writing.**

**Question**

**Customer Service Line**

Customer Service Line- how many full time staff are there currently? Customer Service Line- how many full time staff were there 12 months ago?

**Answer**

The average staffing level of the Customer Service Line (CSL) was estimated to be 17.3 full time equivalents in 2010 and 16.6 full time equivalents in 2011, not including executive level (management) staff.