

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

**QUESTIONS ON NOTICE  
Supplementary Budget Estimates 2011-2012**

**Outcome 1 - Early Childhood Education and Child Care**

**DEEWR Question No.** EW0863\_12

**Senator Back asked on 20 October 2011 , Hansard page 109**

**Question**

**CCMS Help Desk**

Senator BACK: Going to the CCMS help desk, in response to a question earlier in the year you told us there were an average of 475 calls a day. Is that number remaining constant? Ms Taylor: On average we are now receiving 395 calls per day for the year ending 31 August 2011. Senator BACK: What are the main issues at stake when people call, and what percentage would be attributed to the national quality framework and the new national quality standard for early childhood education? Is that a significant proportion? Do you have that information available to you? Ms Caldwell: We would need to take on notice the precise detail, but they are not amongst our most frequent types of queries.

**Answer**

The most frequent types of calls to the CCMS helpdesk are about attendance and enrolment transactions and these account for 58 per cent of calls.

Less than 0.01% of calls to the CCMS Helpdesk for the year ended 30 September 2011 were enquiries relating to the National Quality Framework or the National Quality Standards.