

# Senate Community Affairs Legislation Committee

## BUDGET ESTIMATES - 29 MAY 2012 ANSWER TO QUESTION ON NOTICE

### Human Services Portfolio

**Topic:** Customer Aggression

**Question reference number:** HS 58

**Senator:** Siewert

**Type of question:** Written

**Date set by the committee for the return of answer:** 27 July 2012

**Number of pages:** 2

**Question:**

For each month from 1 January 2010 to 1 June 2011 provide:

- a) the use of duress alarms at Centrelink offices;
- b) the number of customer aggression 'incidents'; and
- c) the number of customers under 'alternative servicing arrangements'.

**Answers:**

- a) and b) The total number of times the duress alarm was used at Centrelink Offices during the period 1 January 2010 to 31 May 2011 was 1,055. The number of customer aggression reports in the same period was 6,569. There can be multiple reports for the one incident as each incident can affect more than one staff member. It would require an unreasonable diversion of resources to determine the actual number of individual incidents. The monthly breakdown is as follows:

MONTH	'DURESS USED' IN SERVICE CENTRES	CUSTOMER AGGRESSION REPORTS
January 2010	38	257
February 2010	28	251
March 2010	37	317
April 2010	31	236
May 2010	49	291
June 2010	69	357
July 2010	63	379
August 2010	70	429
September 2010	60	460
October 2010	58	448
November 2010	94	488
December 2010	86	473
January 2011	52	378
February 2011	71	422
March 2011	80	502
April 2011	87	412
May 2011	82	469
<b>Total</b>	<b>1,055</b>	<b>6,569</b>

- c) The number of customers being serviced under Alternative Servicing Arrangements (ASAs) was not collected during the period 1 January 2010 to 31 May 2011.

During this period, ASA information was held on individual customer records, both electronically and on paper files. The electronic record was stored in free text fields and could not be readily retrieved. Retrieval of this information would require an unreasonable diversion of resources.