

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 3 JUNE 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Telephony Services – recorded messages

Question reference number: HS 9

Senator: Cameron

Type of question: Hansard page 20

Date set by the committee for the return of answer: 24 July 2015

Number of pages: 1

Question:

Senator CAMERON: Can I take you to page 26 of the report. The minister offered to look at a number of the areas. Table 1.1 shows the top 10 telephone lines by number. The biggest is family and parenting; employment service is No. 2; disability, sickness and carers is No. 3; and then you jump down to participation solutions. Would it be possible to give me the times for the digital help—not the digital help—

Senator Payne: The IVR.

Senator CAMERON: On those four?

Senator Payne: Is that what we were talking about earlier?

Ms Campbell: Yes, we can do that, Senator. We will take it on notice.

Senator CAMERON: I am not sure whether other people might think there are more important ones but they are the big ones.

Senator SIEWERT: You did not bring those numbers with you when you knew very well that we would be talking about wait times?

Senator Payne: Senator Siewert, I do not think Senator Cameron is just talking about wait times. He wanted to know how long the IVR message went for.

Senator CAMERON: Yes.

Answer:

See answer to HS 7.