

## Senate Community Affairs Legislation Committee

### BUDGET ESTIMATES – 3 JUNE 2015 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** Telephony Services – ANAO Report - recommendation implementation - reports

**Question reference number:** HS 13

**Senator:** Cameron

**Type of question:** Hansard pages 33-34

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

**Number of pages:** 2

#### **Question:**

- a) Ms Campbell: The report will be received by the department. We will provide advice to the minister.

Senator Payne: It is the normal process of government.

Senator CAMERON: The report is not advice to the minister, is it?

Ms Campbell: I said that we would get the report, we would consider it—

Senator CAMERON: I heard what you said. I am making the comment that the report is not advice to the minister. So when the report is available, will you provide it to this committee?

Ms Campbell: Will I provide it to?

Senator CAMERON: To the committee.

Ms Campbell: We can take that on notice.

- b) Senator CAMERON: Okay. The second recommendation relates to the quality call listening process. That goes to this IIE problem that the ANAO talk about extensively in terms of the transferred calls. Partly this is because of quality assurance and part of it is because of lack of experience. It was 29 per cent in 2014-15—that is, 29 per cent transferred calls. This quality control framework is designed to try and help that, isn't it?

Mr Tidswell: Yes. We agree with that recommendation. We have been working on that to develop a more integrated approach to our quality listening and quality approaches across the board. I am not quite sure when; my colleagues might be able to tell me.

Mr Maloney: As Mr Tidswell said, we did agree with this. We have already increased the amount of quality call listening that we are doing. But, broader than that, we are looking at the framework around quality generally inside the organisation. I believe that is also due to be completed by the end of this month.

Senator CAMERON: Will that report be available for the committee?

Mr Tidswell: We will take that on notice.

**Answer:**

- a) The documentation of the department's channel strategy is progressing with the assistance of an external consulting company. An initial draft report is being finalised.

Consideration could only be given to the request to be provided with the report after it has been received and considered by the department.

- b) A departmental wide Quality Call Framework is being developed and is planned to be completed by the end of September 2015. It will be progressively rolled out across the department.

A written report outlining the department's approach to quality call management will be provided to the department's executive.

Consideration could only be given to the request to be provided with the report after it has been received and considered.