

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 3 JUNE 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Telephony Services – unanswered calls

Question reference number: HS 21

Senator: Siewert

Type of question: Hansard page 56

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

Number of pages: 1

Question:

Senator SIEWERT: I should have asked at the time about unanswered calls.

Ms Campbell: We will come back to you on that.

Senator SIEWERT: I should have asked that before.

Ms Campbell: We will see whether we can get that for you.

Answer:

In 2014–15 (as of 31 May 2015), approximately 18 million calls to the department received a busy signal.