

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES - 20 OCTOBER 2011 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Centrelink Call Centres – staff bathroom breaks

Question reference number: HS 7

Senator: Fifield

Type of question: Hansard page 89

Date set by the committee for the return of answer: 9 December 2011

Number of pages: 1

Question:

Senator FIFIELD: Did you write a letter or provide some other form of written communication to the editor?

Mr Jongen: We issued a media statement, and we provided it directly to the newspaper in question. But, in addition to that, I do know that the matter also came up in a couple of talkback sessions that I conducted and where I also corrected the record.

Senator FIFIELD: Are you able to provide a copy of the statement that you provided?

Mr Jongen: Certainly.

Answer:

The following media statement was provided via email to the *Sunday Telegraph* on 2 September 2011:

“Our Call Centre staff may take regular breaks for personal reasons including going to the toilet. This is in addition to scheduled breaks such as lunch.

Our call centre staff do a fantastic job assisting people in need, and are often called upon by the Government to respond quickly during times of crisis.”