

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 8

Senator: Furner

Type of question: Hansard page 89

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

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Question:

Senator FURNER: Was the article in the *Daily Telegraph*?

Senator Arbib: The *Sunday Telegraph*.

Senator FURNER: Did the paper publish the statement that you provided?

Mr Jongen: I cannot recall. I assume they did not. But I can certainly take that on notice.

Answer:

The following portion of the statement provided by the Department of Human Services was published in the *Sunday Telegraph* article on Sunday 4 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."