

Senate Community Affairs Legislation Committee

SUPPLEMENTARY ESTIMATES - 18 OCTOBER 2012 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Call wait times

Question reference number: HS 17

Senator: Siewert

Type of question: Hansard pages 107-108

Date set by the committee for the return of answer: 7 December 2012

Number of pages: 1

Question:

Senator Kim Carr: The advice I have is that there were 3,548,276 calls in July; 2,926,293 August; and 2,328,908 in September indicating—as we are trying to stress to the committee—that there are peaks and troughs in the workload presented to the department and that there will be periods, particularly in July, where there is a very high level of demand. The department has pursued a series of stratagems to reduce the waiting time people have to wait and that has effectively seen a very significant reduction in the average speed of answering calls from July through to September.

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Senator SIEWERT: I wonder if it is possible to give us the number of calls for the corresponding period last year.

Mr Rimmer: I do not think we have that information with us by month corresponding exactly to the information the minister has just given you, but we can certainly take that on notice.

Senator SIEWERT: Thank you.

Answer:

The Department handled the following number of calls in July, August and September 2011:

Calls handled	
July 2011	3,907,684
August 2011	3,264,213
September 2011	2,845,322