

## Senate Community Affairs Legislation Committee

### SUPPLEMENTARY ESTIMATES - 21 NOVEMBER 2013 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** Customer Aggression

**Question reference number:** HS 66

**Senator:** Siewert

**Type of question:** Written

**Date set by the committee for the return of answer:** 24 January 2014

**Number of pages:** 1

#### **Question:**

For each month from 1 July 2012 to 31 October 2013 provide:

- the numbers of times that duress alarms were used at Centrelink offices; and
- the number of customer 'aggression' incidents.

#### **Answer:**

- The number of uses of the duress alarms at Department of Human Services' offices each month from 1 July 2012 to 31 October 2013:

Financial Year	Number of customer aggression reports that state that the duress alarm was used.											
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2012/13	71	108	108	113	101	88	95	73	85	62	96	83
2013/14	101	83	94	104								

Note: multiple customer aggression reports can be recorded for one incident.

- The number of customer aggression reports submitted each month from 1 July 2012 to 31 October 2013:

Financial Year	Number of customer aggression reports submitted											
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2012/2013	528	736	645	674	705	543	603	587	591	556	743	593
2013/2014	743	809	680	745								

Note: multiple customer aggression reports can be recorded for one incident.