

## **Senate Community Affairs Legislation Committee**

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

#### **Department of Human Services**

**Topic:** Call Volumes

**Question reference number:** HS 68

**Senator:** Cameron

**Type of question:** Written

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

**Number of pages:** 1

#### **Question:**

The 2011–12 Annual report, page 20 says “The department handled approximately 56 million calls from customers, compared with 55 million calls in 2010–11. The increase in calls handled resulted from an increase in demand for Centrelink services, from 37 million calls in 2010–11 to 38 million calls in 2011–12”.

The 2012–13 Annual Report, page 38 says “In 2012–13 the department handled approximately 59 million calls about Centrelink, Child Support and Medicare services, compared with 62 million calls in 2011–12.”

Please clarify the call volumes for 2011–12 and 2012–13?

#### **Answer:**

In 2011–12 the department handled approximately 62 million calls. In 2012–13 the department handled approximately 59 million calls.

The department’s 2011–12 Annual Report contained an error. The results reported in the 2011-12 Annual Report were understated because a number of lower-volume call queues were omitted in the calculation of total calls. The 2012–13 Annual Report identified and corrected this result (refer Appendix M, page 391).