

## Senate Community Affairs Legislation Committee

### SUPPLEMENTARY BUDGET ESTIMATES – 23-24 OCTOBER 2014 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** Customer Aggression

**Question reference number:** HS 152

**Senator:** Siewert

**Type of question:** Written

**Date set by the committee for the return of answer:** 12 December 2014

**Number of pages:** 1

#### **Question:**

For each month from 1 July 2013 to 30 October 2014 provide:

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

#### **Answer:**

- a) Duress activations 1 July 2013 – 31 October 2014

| Year | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2013 | -   | -   | -   | -   | -   | -   | 101 | 83  | 94  | 104 | 114 | 60  |
| 2014 | 66  | 107 | 73  | 55  | 96  | 71  | 108 | 102 | 105 | 88  | -   | -   |

- b) For each month from July 2013 to October 2014 there were the following customer aggression incidents recorded in the department.

| Year | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2013 | -   | -   | -   | -   | -   | -   | 743 | 809 | 682 | 746 | 786 | 604 |
| 2014 | 765 | 785 | 766 | 627 | 785 | 694 | 856 | 808 | 900 | 837 | -   | -   |