

## **Senate Community Affairs Legislation Committee**

### **SUPPLEMENTARY BUDGET ESTIMATES – 22 OCTOBER 2015 ANSWER TO QUESTION ON NOTICE**

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

**Topic:** Number of calls to BasicsCard after hour's enquiry line.

**Question reference number:** HS 13

**Senator:** Siewert

**Type of question:** Hansard page 116

**Date set by the committee for the return of answer:** 11 December 2015

**Number of pages:** 1

#### **Question:**

Mr Tidswell: At the moment, for September of this year, we are doing very well; we have an average speed of answer for the BasicsCard after-hours line of 48 seconds and for the income management BasicsCard inquiry line of 25 seconds.

Senator SIEWERT: In the first quarter of this year, how many calls have you had on that line?

Mr Tidswell: I do not have that with me. We have figures for the month just gone, but I have not got the previous year, unfortunately. We can get you that on notice.

#### **Answer:**

The Department of Human Services handled over 201,000 calls to the BasicsCard after hours line and over 417,000 to the BasicsCard enquiry line for the first quarter of 2015–16.