

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Customer Aggression

Question reference number: HS 195

Senator: Siewert

Type of question: Written

Date set by the committee for the return of answer: 24 December 2015

Number of pages: 2

Question:

For each month from 1 July 2014 to 30 October 2015 provide:

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

Answer:

- a) The number of times the duress alarms were used at Centrelink Offices for each month from 1 July 2014 to 30 October 2015 are:

2014 Calendar Year	No. Duress alarms used
July	108
August	102
September	105
October	91
November	46
December	121
Total	573

2015 Calendar Year	No. Duress alarms used
January	50
February	75
March	84
April	47
May	85
June	69
July	116
August	90
September	107
October	68
Total	791

Total between July 2014 to October 2015	1,364
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- b) The number of customer aggression incidents that occurred for each month from 1 July 2014 to 30 October 2015 are:

Period	Total ESS Customer Aggression reports
July 2014	855
August 2014	809
September 2014	900
October 2014	854
November 2014	701
December 2014	724
January 2015	635
February 2015	716
March 2015	777
April 2015	662
May 2015	720
June 2015	702
FY 2014-15	9,055 *
July 2015	833
August 2015	772
September 2015	865
October 2015	775
FY 2015-16	3,245 *

Some caveats apply:

- The above figures are subject to change due to reports recorded for this period after data has been extracted.
- * More than one staff member may report a single incident of customer aggression.