

Senate Committee: Education and Employment

**QUESTION ON NOTICE
Additional Estimates 2014 - 2015**

Outcome: Cross Portfolio - Shared Services Centre

Department of Education and Training Question No. SQ15-000053

Senator O'Neill, Deborah asked on 25 February 2015, Hansard page 47

Also refer to previous Question No. SQ15-000014

Contact Centre

Question

Senator O'NEILL: With regard to the declaration of the expenditure on the contact centre, the department hotline, of \$6,179 for 136 calls, which equates to about \$45 per call, do you consider that good value for money?

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Ms Paul: It depends entirely on what that money was for. We were doing that analysis in the context of a media release which was using a different figure. It depends on what that money was for. It could have been to develop, for example, the scripts. There is a whole bunch of infrastructure like writing the scripts for a call centre. I do not know what the call cost is in our call centre at the moment. I suspect it is considerably less than \$45. The money is not used in that way; the money is used to write scripts et cetera. I do not know everything that was inside that \$6,179. I am quite happy to take that on notice and unpack that for you.

Answer

The \$6179 figure relates to contact centre setup costs for the campaign of approximately \$4800 (including extending operating hours, interactive voice response (IVR) changes and preparing scripts) and call costs of approximately \$1379.