

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
Additional Budget Estimates Hearings 8-12 February 2016

Prime Minister and Cabinet Portfolio

**Department/Agency: Indigenous Business Australia**  
**Topic: Homeownership HIP**

**Senator: Senator Moore**

**Question reference number: PM80**

**Type of question: FPA Friday 12 February 2016, Page 5**

**Date set by the committee for the return of answer: 1 April 2016**

**Number of pages: 1**

**Question:**

**Mr Fry:** We, in the last 12 months as at December, received—by website, telephone or face to face—inquiries from our clients that say they would like to explore homeownership. We have had 5,266 such inquiries.

**Senator MOORE:** On notice, can you let us know, if you can, what the breakdown is between website, telephone and face-to-face inquiries?

**Mr Fry:** Certainly. We will take that on notice.

**Answer:**

Of the 5,266 inquiries in the 12 months to December:

- 690 (13%) related to customer contact through IBA's website.
- 1,109 (21%) were the result of IBA's direct marketing and promotional activity.
- 3,467 (66%) were primarily the result of word of mouth and other referrals.

In most cases the initial discussion with customers will be by telephone.