

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Budget Estimates 2012-2013**

Outcome 1 – Early Childhood, Working Age and Indigenous Participation

DEEWR Question No. EW0325_13

Senator Nash asked on 30 May 2012 , Hansard page 33

Question

CCMS Hotline

Senator NASH: What is the average time someone is on hold on the helpline? Ms Caldwell: I will just see if we have that, otherwise we will take it on notice.

Answer

In the 12 month period from May 2011 to April 2012, the average wait time for calls to the Child Care Management System Helpdesk was approximately 8 minutes.