

**Question on Notice
No. 499
Asked on 20 April 2005**

MR WELLINGTON asked the Minister for Police and Corrective Services (MS SPENCE) -

QUESTION:

Will she investigate how Telstra chooses people to staff the call centre which responds to "000" emergency calls, so as to ensure (a) the staff have good English skills, (b) there are sufficient staff to handle telephone calls for help and (c) there are regular six monthly reviews of the operation of this essential service?

ANSWER:

The National Manager Emergency Service Answer Point (ESAP) Telstra confirms the following:

- a) Staff short listed for positions in the Telstra E000 call centres are subjected to rigorous testing and evaluation of their language skills, typing ability and geographic knowledge and capabilities. On appointment, E000 staff are trained intensively before commencing work in the call centre under a 'buddy' system. Work within the buddy system continues until the E000 Supervisor advises the new staff member is competent and able to work independently within the call centre group.
- b) Staff resources within the E000 call centre are maintained at a level that is well above the staff requirement for forecast calls. Additional staff resources are available through Telstra's contracted casual workforce.
- c) Weekly operational performance reviews are conducted for the E000 call centres by the National Operations Manager and these are reported to the National Manager ESAP for review.