

Question on Notice

No. 719

Asked on Friday, 24 June 2022

MR S MINNIKIN ASKED THE MINISTER FOR COMMUNITIES AND HOUSING, MINISTER FOR DIGITAL ECONOMY AND MINISTER FOR THE ARTS (HON L ENOCH)—

QUESTION:

With reference to the Queensland Government call centre (13 74 68)—

Will the Minister provide (reported separately for the current financial year (to date) and the last two financial years) the percentage of phone calls answered by a human within thirty seconds?

ANSWER:

I thank the Member for the question.

In 2021-22, 91.49% of calls to 13 QGOV (13 74 68) were answered by a contact centre advisor within 30 seconds of entering the call queue.

In 2020-21, 78.2% of calls to 13 QGOV (13 74 68) were answered by a contact centre advisor within 30 seconds of entering the call queue. The 2020-21 result was impacted by a significant increase in call demand supporting COVID-19 services including Chief Health Officer directions and restrictions, isolation and quarantine requirements, practical and emotional support services, COVID-19 vaccinations, health information and general enquiries.

In 2019-20, 85.6% of calls to 13 QGOV (13 74 68) were answered by a contact centre advisor within 30 seconds of entering the call queue.