

Question on Notice

No. 35

Asked on 13 February 2024

MR M HART ASKED MINISTER FOR TRANSPORT AND MAIN ROADS AND MINISTER FOR DIGITAL SERVICES (HON B MELLISH)—

QUESTION:

With reference to phone calls to the government's call centre (137468)—

Will the Minister advise (reported separately for the months of October, November and December 2023) (a) the number of calls received, (b) the number of these calls that were transferred to other areas of government and (c) the number of calls that could be finalised at the call centre?

ANSWER:

I thank the Member for Burleigh for the question.

Smart Service Queensland (SSQ) delivers the whole-of-government 13QGOV (137468) phone service and a range of other phone services including 13HEALTH, State Emergency Service and the Community Recovery hotline, on behalf of Queensland Government agencies. These services are included in the figures below.

- (a) During the months of October, November, and December 2023, the number of calls received were as follows:
 - October: 144,618 calls
 - November: 142,930 calls
 - December: 141,748 calls.
- (b) Triaging calls and transferring them through to the correct area of government is a key aspect of the government call centre's service design. Of those received during October, November, and December 2023, the following number of calls were transferred to other areas of government:
 - October: 67,613 calls (47 per cent)
 - November: 67,720 calls (47 per cent)
 - December: 60,330 calls (43 per cent).
- (c) SSQ uses customer satisfaction as the primary measure of its phone services. As reported on page 219 of the *Department of Transport and Main Roads Annual Report 2022–23*, over 90 per cent of customers report as being satisfied with SSQ services. There is no data collected on whether SSQ customers identify their call as being 'finalised'.