

Question on Notice
No. 168
Asked on Wednesday, 4 March 2026

MS J PEASE ASKED MINISTER FOR CUSTOMER SERVICES AND OPEN DATA AND MINISTER FOR SMALL AND FAMILY BUSINESS (HON S MINNIKIN)—

With reference to phone calls to the government's call centre (13 74 68)—

Will the Minister advise, since 1 November 2024 (reported separately by month and year), (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

(a) Since 1 November 2024, the number of calls received to the whole-of-government call centre's 13 QGOV (13 74 68) number is as follows:

– November 2024:	36,344
– December 2024:	28,032
– January 2025:	37,509
– February 2025	35,972
– March 2025	38,910
– April 2025	31,527
– May 2025	34,209
– June 2025	34,168
– July 2025	36,110
– August 2025	33,765
– September 2025	32,478
– October 2025	28,737
– November 2025	25,698
– December 2025	22,591
– January 2026	26,987
– February 2026	28,652

(b) Triaging calls and transferring them to the appropriate area of government is a fundamental component of the government call centre's service design. Since 1 November 2024, the number of calls successfully transferred to other areas of government are as follows:

– November 2024:	16,558
– December 2024:	12,580
– January 2025:	16,640
– February 2025	14,778
– March 2025	13,346
– April 2025	12,851
– May 2025	14,281
– June 2025	14,273
– July 2025	15,810
– August 2025	12,967

– September 2025	13,140
– October 2025	10,606
– November 2025	9,770
– December 2025	7,990
– January 2026	9,125
– February 2026	9,637

- (c) The Department of Customer Services, Open Data and Small and Family Business utilises customer satisfaction as the primary metric for evaluating the performance. As outlined on page 46 of the Department’s Annual Report 2024–25, over 90 per cent of customers reported being satisfied with the services provided by the Department. There is no data collected on whether customers identify their call as being ‘finalised’.