

Inquiry into Annual and Financial Reports 2023–2024

Answer to question taken on notice

Asked by: Ms Chiaka Barry MLA

Addressed to: Ash Balaretnaraja, Executive Branch Manager, Housing and Homelessness Policy and Programs

In relation to: OneLink

Hearing: 11 February 2025

Uncorrected Proof Transcript p 34

Transcript provided: 14 February 2025

Answer Due: 21 February 2025 5.00 pm

Ash Balaretnaraja took on notice the following question(s):

MS BARRY: A supplementary. Would you have a percentage or number of call-backs that you have had to do in the last 12 months?

Mr Balaretnaraja: That OneLink has had to do?

MS BARRY: Yes.

Mr Balaretnaraja: I do not have that information in front of me. I can see if we can gather that information through the course of this hearing.

MS BARRY: That would be useful, thank you.

Minister Berry MLA: The answer to the Member's question is as follows:

OneLink does not specifically collect this data. However, from November 2024 to January 2025, 83 per cent of OneLink calls were answered on the first attempt (2,230 out of 2,689 calls).

Approved for circulation to the Standing Committee on Social Policy

Signature:

By the Minister for Homes and New Suburbs, Yvette Berry MLA

Date:

21/02/25