



**LEGISLATIVE ASSEMBLY**  
FOR THE AUSTRALIAN CAPITAL TERRITORY

**SELECT COMMITTEE ON ESTIMATES 2022-2023**

Mr James Milligan MLA (Chair), Mr Andrew Braddock MLA (Deputy Chair),  
Dr Marisa Paterson MLA

**ANSWER TO QUESTION TAKEN ON NOTICE**  
**DURING PUBLIC HEARINGS 3:15pm to 5:45pm**

Asked by Mr Cain MLA on **2 September 2022**: **Minister Berry, Minister for Housing and Suburban Development** took on notice the following question(s):

[Ref: Hansard Transcript] **Hansard pp 1265-1266**

In relation to: The Housing ACT call centre

**Can you please provide:**

- (1) The number of voicemails received and**
- (2) Wait times (on the phone)**

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

The Client Engagement Team endeavour to have calls answered as quickly as possible. Rather than using a voicemail system, the team has implemented a call back service where the caller has the option to receive a call back if they do not wish to wait on the line.

The new Cisco phone system went live for the Client Engagement Team on 28 April 2022. The average wait time from May 2022 to August 2022 was 3 minutes and 13 seconds.

Approved for circulation to the Select Committee on Estimates 2022-2023

Signature:

Date:

12/9/22

By Minister Yvette Berry (Minister for Housing and Suburban Development)