

ENTRYPOINT PERTH — DATA COLLECTION

9. Hon WILSON TUCKER to the minister representing the Minister for Homelessness:

- (1) Does the Department of Communities collect performance data for Entrypoint Perth?
- (2) If yes to (1), can the minister provide —
 - (a) the average client volume, either by day, week or month;
 - (b) the current waitlist for clients awaiting a response;
 - (c) the number of operators employed to respond to client queries;
 - (d) the average hold time for clients calling; and
 - (e) the average response time to client queries?
- (3) If no to (1), why not?

Hon JACKIE JARVIS replied:

I thank the honourable member for some notice of the question. The Minister for Homelessness has advised that an answer is unable to be provided in the time available. Should the member wish to place the question on notice, the minister will endeavour to provide a response.