

HOUSING AUTHORITY — 2016 AUSCONTACT AWARDS

Statement by Parliamentary Secretary

HON COL HOLT (South West — Parliamentary Secretary) [2.06 pm]: I rise to advise the house of the Housing Authority's success in the 2016 national and Western Australian Auscontact awards. The Auscontact awards are recognised as the contact centre industry's prestigious awards program, identifying top performers across multiple individual and centre categories recognising achievement at the highest level. Housing Direct, the Housing Authority's centralised contact centre, won the title of contact centre of the year in the 21 to 49 full-time employees' category at the 2016 WA Auscontact awards on 27 September 2016.

On 14 October, the manager of Housing Direct, a customer service officer and a team leader attended the national awards in Brisbane where the Housing Direct team won the national Auscontact award "contact centre in the 21 to 49 FTE" category. During 2015–16, the Housing Direct team handled more than 195 000 inbound calls and more than 78 000 online forms. This represents an average of 750 inquiries every day of the year for such things as requests for maintenance to public housing properties and reporting disruptive behaviour. The team also had great success in the individual categories, with a customer service officer announced as the customer contact professional of the year and a top award in the team leader category.

Since its inception in July 2009, Housing Direct and its team members have won 21 individual and team awards at a state, national and pan-pacific level. A refined recruitment process to find the right people, effective and individualised training and constant feedback is the key to the team's success and they should be congratulated.