

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2016 – 2017 Additional Budget Estimates Hearings

Outcome: National Disability Insurance Agency

Question No: NDIA SQ17-000017

Topic: NDIS Call Centre

Hansard Page: Spoken 114

Senator Brown asked:

Senator Brown, “does anyone at the table have figures other than eight minutes (average wait time), and that you have not been provided with anything from DHS other than an average wait of eight minutes?”

Mr Tidswell, “I can provide you with the average handle time and the average abandon time but the information that you have asked for, which was in relation to the longest wait time, I do not have that with me. We will take it on notice.”

Answer:

Table 1 provides the longest wait times for general enquiry and provider calls, from 1 July 2016 to 31 December 2016.

Queue	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016
General Enquiry	2:12:51	0:59:16	1:11:43	0:54:49	0:46:00	1:37:15
Providers	0:55:52	1:03:38	1:08:25	0:47:05	0:48:02	0:37:31