

## Senate Community Affairs References Committee

### DESIGN, SCOPE, COST-BENEFIT ANALYSIS, CONTRACTS AWARDED AND IMPLEMENTATION ASSOCIATED WITH THE BETTER MANAGEMENT OF THE SOCIAL WELFARE SYSTEM INITIATIVE

PUBLIC HEARING 10 APRIL 2017

ANSWER TO QUESTION ON NOTICE

Department of Human Services

**Topic:** Self-servicing

**Question reference number:** QoN 95

**Member:** SIEWERT

**Type of question:** Hansard page 10

**Date set by the committee for the return of answer:** 5 May 2017

**Number of pages:** 10

#### **Question:**

**Senator SIEWERT:** How many people have you directed to self-service over that period of time?

Mr Edwards: Again, I do not have that information here. That is something that we may need to take on notice if we need to get the numbers. I believe we may be able to calculate that.

Senator SIEWERT: Do you keep the numbers per service centre?

Mr Edwards: I believe it is calculated down to service centre, or retained.

Senator SIEWERT: If you could obtain that information for this period of time compared to the previous 12 months, that would be appreciated

#### **Answer:**

The data below is in two categories. Service Officers in sites use these two categories to record when they have assisted a recipient with self-service channel. The first category is for recipients who need assistance to access or use their self-service. The second category is for recipients who have had their enquiry completed and are then able to complete any further business through self-service. Either may result in the recipient using the self-service channel on their mobile device or at home and not necessarily in the service centre.

The following table includes the information request for each category on a per site basis:

Site	Total Recorded Contacts Self Service Assistance		Total Recorded Resolved Enquiry Contacts Self Service Assistance	
	1/07/2015-30/04/2016	1/07/2016-30/04/2017	1/07/2015-30/04/2016	1/07/2016-30/04/2017
Airport West OSS	10,333	7,916	1,477	491
Aitkenvale OSS	22,202	19,827	2,963	8,009
Albany OSS	3,697	3,087	1,983	1,575
Albury OSS	14,994	11,927	6,023	5,741
Alice Springs OSS	4,224	5,192	1,033	3,346
Ararat OSS	939	926	131	246
Armadale OSS	9,195	7,357	2,752	3,111
Armidale OSS	4,516	6,418	3,950	6,224
Ashmore	615	483	559	193
Atherton OSS	2,461	5,867	2,075	5,111
Auburn	27,633	15,134	22,833	2,458
Ayr OSS	2,937	2,720	2,272	2,065
Bairnsdale OSS	6,401	3,344	854	446
Ballarat OSS	14,684	11,986	5,557	5,841
Ballina OSS	11,001	9,451	4,922	3,730
Bankstown OSS	17,068	18,067	7,217	8,724
Batemans Bay OSS	3,688	5,255	895	1,244
Bathurst OSS	11,878	7,180	9,004	3,726
Baulkham Hills	7,777	5,954	2,779	951
Beauresert	2,585	2,289	1,165	966
Beenleigh OSS	18,335	17,281	4,616	3,347
Bega OSS	5,548	8,727	807	2,420
Belconnen OSS	9,256	14,606	1,432	3,097
Belgrave	3,971	2,392	470	413
Belmont WA	6,254	6,895	2,748	4,761
Bendigo OSS	30,008	30,459	2,887	13,229
Berri OSS	1,905	1,164	1,504	667
Biggera Waters	10,760	7,405	3,011	1,841
Biloela	1,296	779	426	522
Blacktown OSS	20,705	19,907	7,301	11,211
Bondi Junction OSS	6,092	11,325	518	4,843
Booragoon	554	2,073	116	23
Boronia	9,396	6,002	253	836
Borroloola	39	349	<20	154
Bourke	465	781	359	689
Bowen OSS	3,943	2,953	3,224	2,673
Bowral OSS	1,067	2,183	331	786
Box Hill OSS	10,975	8,919	3,217	1,554
Braddon OSS	3,834	6,106	2,610	2,239
Bridgewater	2,205	2,677	1,215	951
Broadmeadows OSS	16,940	10,372	2,249	1,885
Broken Hill OSS	4,023	3,345	3,097	1,974
Broome OSS	2,669	3,048	2,471	2,629

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	1/07/2015-30/04/2016	1/07/2016-30/04/2017	1/07/2015-30/04/2016	1/07/2016-30/04/2017
Browns Plains	14,360	14,569	1,534	1,105
Brunswick Heads	5,496	6,501	4,803	6,098
Bunbury OSS	13,904	17,712	8,097	12,432
Bundaberg OSS	21,263	27,291	12,512	19,568
Burnie OSS	4,806	4,637	2,297	3,159
Burwood OSS	9,689	10,489	4,737	2,997
Busselton	6,168	9,638	380	1,054
Byron Bay	8,187	6,434	7,786	5,960
Caboolture OSS	25,938	11,974	14,257	6,236
Cabramatta	20,854	16,676	7,103	6,225
Cairns Aplin St	12,841	18,422	6,871	14,233
Cairns Grafton St OSS	2,174	4,184	474	800
Caloundra OSS	7,014	7,121	2,296	3,232
Camberwell OSS	4,871	6,468	3,340	5,041
Camden OSS	8,754	9,347	4,541	6,073
Campbelltown OSS	10,185	18,847	2,745	6,542
Campsie OSS	12,520	11,675	1,559	4,423
Cannington OSS	19,983	19,309	10,883	8,801
Cannonvale	5,697	3,190	4,594	2,333
Capalaba OSS	2,932	3,445	615	464
Carindale	1,931	1,341	821	388
Caringbah OSS	4,102	3,743	529	593
Carnarvon	502	246	213	155
Casino OSS	9,189	5,020	8,928	4,461
Castle Hill	3,200	5,273	2,137	1,482
Casuarina OSS	16,551	14,498	3,705	2,593
Ceduna	348	209	110	160
Cessnock OSS	10,155	8,988	6,956	6,213
Charlestown Hilltop Medicare	5,127	2,766	4,127	2,403
Charlestown Road OSS	27,801	14,187	20,415	9,304
Charleville	56	255	<20	139
Charters Towers	1,666	2,836	1,607	2,718
Chatswood OSS	13,444	19,170	2,750	7,224
Cheltenham OSS	14,992	13,401	1,746	4,440
Cherbourg	69	45	30	<20
Chermside OSS	5,238	6,008	726	1,243
Cleveland OSS	7,367	8,855	74	277
Coffs Harbour OSS	7,781	6,718	4,048	3,365
Colac OSS	1,013	862	542	492
Coober Pedy	354	349	55	292
Cooma OSS	808	1,582	665	1,201
Corio OSS	16,561	7,278	2,458	1,376
Corrimal	2,854	3,409	997	1,411
Cowra OSS	3,201	3,221	1,996	1,997

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	1/07/2015-30/04/2016	1/07/2016-30/04/2017	1/07/2015-30/04/2016	1/07/2016-30/04/2017
Cranbourne OSS	21,166	22,696	7,128	9,641
Dalby OSS	1,468	1,935	1,030	395
Dandenong OSS	25,580	16,891	9,228	6,279
Dapto	4,432	2,678	1,397	800
Darebin OSS	14,735	10,826	4,896	1,933
Darlinghurst OSS	13,059	8,250	1,911	2,052
Darwin OSS	6,883	8,317	3,048	4,483
Deception Bay OSS	15,891	8,221	10,004	4,584
Deniliquin	2,430	2,343	1,138	<20
Derby	3,296	6,698	3,188	5,963
Devonport OSS	4,670	7,376	1,116	2,869
Dubbo OSS	8,814	6,245	4,734	4,201
Earlville	4,146	3,159	2,253	2,164
Echuca OSS	8,298	5,691	3,458	1,256
Elizabeth OSS	16,240	14,667	9,266	7,295
Emerald OSS	3,735	2,866	3,121	2,333
Enfield	8,259	7,403	4,143	3,516
Epping	11,414	11,300	1,740	955
Esperance	4,922	4,432	1,742	1,542
Ettalong	7,581	4,410	6,813	3,954
Fairfield OSS	19,532	21,177	6,462	11,811
Fitzroy Crossing	125	795	70	712
Footscray OSS	15,328	11,207	2,504	3,641
Fortitude Valley	6,445	7,038	3,279	2,973
Fountain Gate OSS	18,647	15,733	2,121	1,876
Frankston OSS	14,686	12,074	3,434	2,379
Fremantle	30,140	23,200	5,194	5,821
Fremantle Medicare	105	<20	90	<20
Galiwinku	<20	<20	<20	<20
Galleria	4,427	16,193	1,640	10,713
Gawler OSS	6,114	4,340	1,405	2,499
Geelong OSS	17,062	15,146	733	3,510
Geraldton OSS	6,068	6,055	2,864	1,972
Gladstone OSS	9,924	8,417	4,336	4,295
Glen Innes	893	882	710	781
Glen Waverley OSS	10,800	7,073	1,367	748
Glenelg	3,512	3,338	1,041	1,190
Glenorchy OSS	3,906	5,951	1,485	2,354
Goodna OSS	13,590	12,554	2,464	990
Goondiwindi	1,163	1,331	602	725
Gosford OSS	10,428	11,411	7,830	2,909
Gosnells	21,357	8,416	2,658	2,206
Goulburn OSS	2,145	2,757	491	1,080
Grafton OSS	6,549	4,288	4,512	2,876

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	1/07/2015-30/04/2016	1/07/2016-30/04/2017	1/07/2015-30/04/2016	1/07/2016-30/04/2017
Greensborough OSS	8,701	6,216	2,451	2,132
Griffith OSS	1,702	2,108	1,071	1,155
Groote Eylandt	<20	<20	<20	<20
Gungahlin OSS	7,305	4,149	1,153	2,420
Gunnedah OSS	2,264	1,714	2,003	1,269
Gympie OSS	3,677	13,795	1,959	12,170
Halls Creek	31	32	28	<20
Hamilton OSS	428	1,102	206	381
Hastings OSS	7,429	4,838	1,378	656
Hawkesbury OSS	6,438	4,001	5,381	1,456
Heidelberg OSS	13,497	13,133	2,726	2,842
Hervey Bay OSS	5,617	5,196	2,800	1,818
Hobart OSS	3,955	3,211	1,754	1,411
Hornsby OSS	6,598	6,260	1,647	2,118
Horsham OSS	2,460	2,311	657	556
Huonville	1,314	2,142	691	1,438
Hurstville	7,635	5,933	1,278	1,538
Hurstville Medicare	5,431	5,412	3,296	3,038
Inala OSS	18,708	14,551	3,735	3,943
Ingham OSS	3,409	1,607	2,150	1,137
Ingleburn	7,501	7,095	2,660	3,111
Innaloo OSS	15,858	16,432	4,470	3,899
Innisfail OSS	16,511	8,397	15,565	7,039
Inverell OSS	2,666	1,772	1,650	695
Ipswich OSS	20,372	17,003	382	337
Joondalup OSS	20,432	21,976	1,388	3,069
Kadina	1,939	3,250	1,860	2,305
Kalgoorlie OSS	5,171	2,821	2,022	1,716
Karratha	689	542	635	483
Katherine OSS	3,804	1,407	2,969	1,133
Katoomba OSS	3,537	813	809	384
Kawana Waters OSS	5,138	4,619	1,927	1,955
Kempsey OSS	13,212	13,244	9,532	8,918
Kilkenny	10,653	7,146	7,080	1,460
Kingaroy OSS	1,325	2,414	372	940
Kingston	1,001	829	626	282
Knox City	2,228	3,359	45	983
Kununurra	327	768	252	496
Kurri Kurri	6,886	3,580	4,865	2,794
Lake Haven OSS	14,125	10,910	3,863	3,033
Launceston OSS	25,324	17,304	19,938	8,485
Laverton	45	42	<20	<20
Leeton	1,588	1,587	591	556
Leichhardt OSS	7,043	5,573	569	1,515

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Lightning Ridge	81	85	69	56
Lilydale OSS	13,682	8,462	3,045	1,773
Lismore OSS	13,069	15,010	9,920	12,757
Lithgow OSS	5,148	710	861	247
Liverpool OSS	12,337	21,104	3,482	2,911
Longreach	542	965	522	811
Mackay OSS	22,489	14,323	7,079	6,492
Maitland OSS	20,242	14,878	12,673	9,754
Mandurah OSS	12,893	13,172	4,477	3,729
Maningrida	<20	533	<20	53
Mareeba	2,767	5,519	2,067	4,653
Margate OSS	9,109	6,605	5,969	3,637
Marion OSS	12,225	9,502	2,650	1,861
Maroochydore OSS	8,355	5,509	3,449	2,033
Maroubra OSS	12,381	5,693	2,007	1,506
Marrickville	14,158	12,214	2,294	2,581
Maryborough QLD OSS	2,588	3,441	981	1,484
Maryborough VIC	5,991	5,781	494	1,037
Mayfield OSS	13,558	11,594	4,104	6,199
Meekatharra	41	168	<20	<20
Melton OSS	20,602	17,543	2,184	4,780
Merrylands OSS	25,795	14,725	4,536	363
Midland OSS	11,694	9,012	3,054	1,962
Mildura OSS	7,965	4,478	1,694	1,145
Mirrabooka	22,538	23,339	4,944	4,645
Mitchelton OSS	6,652	5,468	629	1,410
Modbury OSS	13,252	10,963	2,999	1,494
Moree OSS	1,562	1,736	1,373	808
Moreland OSS	7,934	7,476	1,866	1,191
Morley OSS	17,755	14,503	6,963	6,984
Mornington OSS	5,959	3,679	495	491
Morwell OSS	17,440	10,879	5,839	3,933
Mossman	3,007	2,940	1,771	2,676
Mount Isa OSS	4,642	5,388	2,951	3,786
Mt Barker	7,880	6,000	3,267	1,219
Mt Druitt	25,351	26,155	3,288	1,203
Mt Gambier OSS	11,615	12,551	8,464	8,599
Mt Gravatt OSS	9,968	11,683	803	680
Mudgee OSS	4,970	2,719	533	437
Murray Bridge	4,957	3,894	2,744	1,249
Murwillumbah	4,895	4,028	4,657	3,618
Muswellbrook OSS	4,187	2,420	2,373	1,400
myGov Adelaide	33,882	29,835	3,067	2,356
myGov Brisbane	29,646	21,620	13,124	5,194

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myGov Perth	36,343	28,453	9,058	4,952
myGov Sydney	41,383	25,316	8,710	4,048
Nambour OSS	4,006	6,448	908	1,049
Nambucca Heads OSS	11,140	4,549	6,112	3,605
Narooma OSS	860	857	401	624
Narrabri OSS	490	676	341	482
Nelson Bay	5,768	3,262	3,608	1,533
Nerang	8,316	5,991	1,929	1,017
Newcastle OSS	18,736	8,503	8,648	5,494
Newman	1,395	575	379	122
Newmarket OSS	7,673	5,853	2,776	866
Newport OSS	6,053	8,632	1,906	3,379
Nhulunbuy	596	740	366	178
Noarlunga OSS	19,364	13,266	16,732	5,861
Noosa	5,837	5,512	3,368	2,707
Normanton	560	78	193	66
Northam	7,109	6,340	109	1,055
Northern Beaches OSS	18,354	12,730	8,007	7,070
Northern Peninsula	1,024	563	839	379
Norwood	13,892	15,704	8,397	7,878
Nowra OSS	13,440	13,779	1,964	2,050
Nundah OSS	7,041	7,793	2,443	2,835
Oakleigh OSS	19,733	12,558	2,650	2,772
Orange OSS	5,258	4,895	1,044	563
Pakenham OSS	7,821	5,373	1,394	954
Palm Beach	15,290	11,845	8,283	6,669
Palm Island OSS	6,571	4,963	3,866	2,124
Palmerston OSS	12,316	14,121	501	1,063
Parkes OSS	1,478	1,421	331	389
Parramatta OSS	18,892	18,150	12,101	2,325
Penrith OSS	24,785	16,432	15,801	4,081
Port Adelaide OSS	9,280	9,096	6,927	2,977
Port Augusta OSS	7,767	5,219	4,045	759
Port Lincoln OSS	854	2,592	755	2,460
Port Macquarie OSS	5,668	4,289	5,376	3,627
Port Pirie OSS	2,981	4,093	2,362	2,690
Portland OSS	796	994	41	423
Queanbeyan OSS	7,483	4,356	2,341	1,585
Raymond Terrace OSS	8,215	3,605	2,670	1,232
Redfern	15,257	3,991	1,150	861
Ringwood OSS	15,250	9,810	3,587	3,864
Robina OSS	5,355	4,198	612	307
Rockdale	14,447	7,219	4,225	3,571
Rockhampton OSS	11,033	13,534	3,361	8,480

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Rockingham OSS	13,822	17,171	5,642	7,568
Roma	285	422	150	135
Rosebud OSS	7,718	4,774	1,148	585
Rosny Park OSS	6,752	8,750	3,086	3,590
Rouse Hill	18,733	7,309	18,515	7,224
Rowville OSS	7,398	6,467	625	1,624
Ryde OSS	15,974	14,403	5,789	7,411
Sale OSS	6,742	3,314	1,247	939
Salisbury	24,144	15,120	15,823	5,021
Seymour	3,340	3,657	1,117	628
Shellharbour OSS	6,786	8,447	2,014	2,711
Shepparton OSS	6,976	6,751	2,565	1,892
Singleton OSS	3,869	2,049	2,995	1,355
Smithfield	3,360	4,444	3,344	3,937
Sorell	2,918	1,155	2,879	1,021
South Brisbane	3,073	3,031	2,280	2,141
South Hedland	1,661	6,339	1,041	4,728
Southport OSS	9,187	8,474	3,033	4,213
Springvale OSS	17,287	13,628	1,018	1,115
Springwood OSS	2,137	1,073	479	265
St Marys	8,656	5,893	4,327	2,280
Stanthorpe	1,735	4,070	1,506	3,530
Stawell	918	680	90	274
Sth Melbourne	10,192	8,236	5,071	4,398
Stones Corner	6,069	5,778	4,590	3,365
Strathpine OSS	8,102	10,434	3,420	5,690
Subiaco	1,266	89	1,242	61
Success	13,877	17,640	1,800	6,506
Sunbury	7,249	3,830	4,227	1,302
Sunshine OSS	24,721	24,979	12,331	15,008
Sutherland OSS	8,480	4,846	1,716	1,148
Swan Hill OSS	3,314	4,071	573	1,357
Tamworth OSS	2,669	4,572	2,619	3,701
Tangentyere	2,684	3,532	2,038	2,247
Taree OSS	9,006	6,922	7,037	5,623
Tennant Creek	3,395	4,846	2,482	4,324
The Entrance OSS	8,927	4,988	6,189	3,667
Thursday Island	1,711	1,303	971	555
Tiwi Islands	50	1,374	<20	1,009
Toowong OSS	7,520	8,490	457	379
Toowoomba OSS	20,742	17,700	324	220
Toronto OSS	25,121	9,925	12,743	4,679
Torrensvile OSS	9,266	8,467	5,109	2,559
Townsville City (Shopfront)	14,411	7,805	14,344	4,817

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Townsville OSS	4,827	4,332	2,684	2,379
Traralgon	271	327	30	107
Tuggeranong OSS	8,197	6,678	2,858	1,117
Tumut	709	726	384	368
Tuncurry OSS	5,673	4,936	4,477	3,014
Tweed Heads OSS	14,447	11,015	10,923	8,747
Ulladulla OSS	3,433	3,523	1,568	1,539
Victor Harbor	2,534	3,420	1,827	1,051
Victoria Park	15,927	11,420	2,007	1,041
Wadeye	<20	<20	<20	<20
Wagga Wagga OSS	10,023	11,499	9,109	5,881
Walgett	50	43	31	29
Wallsend OSS	25,983	16,703	11,766	8,587
Wangaratta OSS	5,355	4,671	3,242	3,155
Warragul OSS	7,230	7,204	1,487	1,759
Warrawong OSS	2,094	3,503	1,056	1,482
Warriewood	4,988	4,345	3,308	3,310
Warrnambool OSS	10,536	8,828	1,442	1,400
Warwick Grove OSS	10,023	10,585	2,648	2,217
Warwick OSS	2,239	2,527	1,581	2,172
Watergardens	36,338	26,616	9,393	8,567
Waurm Ponds	385	114	238	64
Werribee OSS	32,783	32,101	797	4,168
Western Cape	2,589	1,509	1,534	240
Whyalla OSS	2,525	3,414	1,458	2,772
Windsor OSS	15,865	11,468	7,203	5,291
Woden OSS	2,222	3,511	1,960	1,553
Wollongong OSS	4,489	10,629	1,119	3,971
Wonthaggi	8,148	4,841	1,444	2,108
Woodridge OSS	14,360	11,476	3,855	4,946
Woy Woy OSS	3,943	2,153	2,072	1,251
Wynnum OSS	4,279	3,303	1,447	408
Wyong OSS	6,318	2,772	5,379	2,073
Yamba	2,364	4,910	1,921	4,344
Yarra OSS	11,927	5,475	4,100	2,213
Yarrabah	5,330	5,415	4,034	3,286
Yass	834	1,438	244	600
Yeppoon	5,091	4,562	2,714	2,414
Young OSS	2,240	3,005	843	1,987
Yuendumu	39	1,121	<20	1,081
<b>Totals</b>	<b>3,015,547</b>	<b>2,594,763</b>	<b>1,156,023</b>	<b>1,004,738</b>

The table represents Customer First recorded contacts for the Self Service Assistance Queue Category for the periods; 1<sup>st</sup> July 2015 to 30<sup>th</sup> April 2016 and 1<sup>st</sup> July 2016 to 30<sup>th</sup> April 2017.

Where a site co-located, the figures in the table show the combined figures for the previously existing standalone Service Centre and the one Stop Shop.

Data for service centres and remote service centres has been included, but data for agents, mobile service units and remote servicing teams has been removed.

Self Service Assistance Queue Category is based on the first transaction of a customer contact. A customer contact may involve more than one Queue Category.