

## Senate Community Affairs Legislation Committee

### ADDITIONAL BUDGET ESTIMATES - 14 FEBRUARY 2013 ANSWER TO QUESTION ON NOTICE

#### Human Services Portfolio

**Topic:** Online Services

**Question reference number:** HS 24

**Senator:** Fifield

**Type of question:** Written

**Date set by the committee for the return of answer:** 5 April 2013

**Number of pages:** 5

#### **Question:**

- a) Please provide an explanation as to why the [www.dhs.gov.au](http://www.dhs.gov.au) website was down on 9 January, during severe bushfires in Tasmania, Victoria and NSW? How long was the website down for?
- b) Please provide a list of how many times the website [www.dhs.gov.au](http://www.dhs.gov.au) has been down, how long it was down for and on what dates, since 1 July 2011?
- c) Please provide a breakdown of complaints received by the department since 1 July 2011 by month regarding online services?
- d) Please provide a breakdown by month of the amount of complaints the department has received since 1 July 2011 due to the website [www.dhs.gov.au](http://www.dhs.gov.au) being down

#### **Answer:**

- a) The website was down as a result of a minor infrastructure fault. Further investigation has resulted in no root cause being found.

While the Human Services Web Site was unavailable, customers and business users were unable to launch the login process for Centrelink, Medicare Australia and Child Support Online. Customers were also unable to link to the [australia.gov.au](http://australia.gov.au) login process. However, Customers were able to go directly to [australia.gov.au](http://australia.gov.au) and log in to DHS Online Services via linked accounts.

The system was unavailable between 13:01 and 13:04. However, one of the two servers hosting the service experienced performance impacts from approximately 12:30 to 14:30 and resulted in degraded performance for visitors to [humanservices.gov.au](http://humanservices.gov.au).

b) The breakdown below includes impacts to all major DHS websites for the period:

Website(s) Affected	Actual Start	Actual Finish	Duration
Multiple Centrelink Websites	Wednesday 20/07/2011 4:27 pm	Wednesday 20/07/2011 4:43 pm	0 hr 16 min
Centrelink Online Services for Customers	Sunday 28/08/2011 4:00 am	Sunday 28/08/2011 11:41 am	7 hr 41 min
Human Services Main Website Centrelink Main Website	Saturday 15/10/2011 4:57 pm	Saturday 15/10/2011 5:38 pm	0 hr 41 min
Centrelink Online Services for Customers	Sunday 16/10/2011 4:00 am	Sunday 16/10/2011 5:19 am	1 hr 19 min
Multiple Centrelink Websites	Sunday 4/12/2011 2:04 pm	Sunday 4/12/2011 3:07 pm	1 hr 3 min
Centrelink Online Services for Customers Centrelink Third Party Portal	Sunday 18/12/2011 4:00 am	Sunday 18/12/2011 5:13 am	1 hr 13 min
Centrelink Online Services for Customers	Monday 2/04/2012 12:53 pm	Monday 2/04/2012 1:03 pm	0 hr 10 min
Centrelink Online Services for Customers Centrelink Third Party Portal	Friday 20/04/2012 8:29 am	Friday 20/04/2012 9:45 am	1 hr 16 min
Centrelink Online Services for Customers Centrelink Third Party Portal	Monday 28/05/2012 8:57 am	Monday 28/05/2012 9:15 am	0 hr 18 min
Centrelink Online Services for Customers Centrelink Third Party Portal	Monday 11/06/2012 8:43 am	Monday 11/06/2012 2:30 pm	5 hr 47 min
Medicare Website	Tuesday 4/09/2012 9:28 am	Tuesday 4/09/2012 10:22 am	0 hr 54 min
New registrations via australia.gov.au	Saturday 29/09/2012 12:00 am	Saturday 29/09/2012 9:00 pm	8 hr 59 min
Centrelink Online Services for Customers Centrelink Third Party Portal Human Services Main Website	Wednesday 7/11/2012 9:54 am	Wednesday 7/11/2012 1:45 pm	3 hr 50 min
Centrelink Online Services for Customers Centrelink Third Party Portal Human Services Main Website	Friday 16/11/2012 3:25 am	Friday 16/11/2012 6:50 am	3 hr 25 min
Human Services Main Website	Wednesday 9/01/2013 1:01 pm	Wednesday 9/01/2013 1:04 pm	0 hr 2 min
Human Services Main Website	Sunday 20/01/2013 11:00 am	Sunday 20/01/2013 2:00 pm	3 hr 0 min

c) and d) Please refer to the table at Attachment A and the explanatory notes below.

#### Explanatory Notes

Centrelink and Medicare statistics about online services and website complaints by month are provided separately by Master Program from July 2011 to June 2012.

Centrelink and Medicare statistics about online services and website complaints by month are provided as combined data from July 2012 to February 2013.

A sub-category of online services complaint reasons: "Difficulty accessing services due to service unavailable" is provided. Note that this does not indicate that a website is down.

There is no sub-category of website complaint reasons indicating the website may be unavailable or down.

Child Support statistics with 'issue code' website complaints by month are provided as from July 2011 to November 2012. This does not indicate directly that complaints were about website, nor about the availability of the service. Child Support statistics about Child Support online and Departmental website complaints by month are provided for December 2012 and January 2013.

ATTACHMENT A

	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Total
<b>Customer eServices Online</b>	119	77	61	68	82	85	87	97	99	96	89	58	<b>1,018</b>
<b>Centrelink + Departmental website</b>	27	24	12	18	20	23	30	31	24	17	43	34	<b>303</b>
<b>Monthly Total</b>	<b>146</b>	<b>101</b>	<b>73</b>	<b>86</b>	<b>102</b>	<b>108</b>	<b>117</b>	<b>128</b>	<b>123</b>	<b>113</b>	<b>132</b>	<b>92</b>	<b>1,321</b>

The above contains Centrelink complaints only for the period 1/7/2011 to 30/6/2012 from the whole of financial year ICFD data file for the 2011/12 annual report.

	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Total
<b>Medicare Online Services</b>	108	83	76	57	60	87	89	109	113	101	108	106	<b>1,097</b>
<b>Medicare + Departmental website</b>	7	4	10	8	9	6	6	15	13	3	18	8	<b>107</b>
<b>Monthly Total</b>	<b>115</b>	<b>87</b>	<b>86</b>	<b>65</b>	<b>69</b>	<b>93</b>	<b>95</b>	<b>124</b>	<b>126</b>	<b>104</b>	<b>126</b>	<b>114</b>	<b>1,204</b>

The above contains Medicare complaints only for the period 1/7/2011 to 30/6/2012 from the whole of financial year Feedback Register data report for 2011/12.

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13		Total
<b>Centrelink + Medicare Online Services</b>	135	309	275	286	270	317	390	299		<b>2,281</b>
<i>Difficulty accessing services due to service unavailable</i>	17	12	15	16	41	54	75	55		<b>285</b>
<b>Centrelink website</b>	42									<b>42</b>
<b>Departmental website</b>	24	76	106	72	81	92	132	65		<b>648</b>
<b>Monthly Total</b>	<b>201</b>	<b>385</b>	<b>381</b>	<b>358</b>	<b>351</b>	<b>409</b>	<b>522</b>	<b>364</b>		<b>2,971</b>

With the integration of DHS feedback, Medicare feedback from July 2012 was copied into the ICFD during August & September 2012. This increased complaint volumes for these months. Forced Connected Authentication commenced on Thursday 27 September 2012 for customers with a Tasmanian CRN.

	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Grand Total
Child Support website (issue code)	0	3	1	1	0	2	1	4	4	2	4	7	29
	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12								Grand Total
Child Support website (issue code)	0	4	0	0	1								5

The above contains Child Support complaints only for the period 1/7/2011 to 30/11/2012 which were returned with an 'issue code' of website. From July 2011 to November 2012 Child Support didn't have separate categories for DHS website and Child Support Online.

	Dec-12	Jan-13	Grand Total
Child Support Online Services	17	38	55
Departmental website	3	1	4
<b>Monthly Total</b>	<b>20</b>	<b>39</b>	<b>59</b>

The above are complaints with the reasons for Online Services and Departmental website. It cannot be determined from this level of information if complaint was about availability of the services.

It cannot be determined from this level of information if the complaint was specifically about the service being unavailable.