

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES - 27 FEBRUARY 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Service Centre Wait Times

Question reference number: HS 153

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 24 April 2014

Number of pages: 1

Question:

Please provide the average wait time for inquiries at Centrelink offices by inquiry type (Disability, Sickness and Carers, Employment Services, Families and Parenting, Indigenous, Older Australians, Youth and Students) for every month since July 2013.

Answer:

Data is provided for all Department of Human Services service centres offering Centrelink services.

The categories that customers are entered into in the face-to-face queue management system are outlined in the table below. There is no Indigenous category in the face-to-face queue management system. Instead, for example, if an Indigenous customer had an enquiry related to ABSTUDY they would be recorded in the Students and Trainees category.

Category	Average Wait Time (Minutes:Seconds)							
	Jul 2013	Aug 2013	Sept 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014
Carer or Person with Disability	26:47	23:59	20:30	21:36	23:27	23:30	27:31	28:00
Families	25:27	23:04	19:36	20:38	22:27	22:46	26:50	27:12
Job Seekers	26:52	23:35	20:33	21:21	23:12	23:53	27:01	26:39
Older Australians	27:48	24:07	21:21	22:33	24:33	24:17	28:47	28:54
Students and Trainees	33:11	28:41	23:44	24:30	27:58	28:39	34:19	32:49