

## **Senate Community Affairs Legislation Committee**

### **ADDITIONAL ESTIMATES - 27 FEBRUARY 2014 ANSWER TO QUESTION ON NOTICE**

#### **Department of Human Services**

**Topic:** Telephone Wait Times

**Question reference number:** HS 154

**Senator:** Cameron

**Type of question:** Written

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

**Number of pages:** 8

#### **Question:**

- a) Please provide the number of Centrelink telephone inquiries by inquiry type (Disability, Sickness and Carers, Employment Services, Families and Parenting, Indigenous, Older Australians, Youth and Students) for every month between July 2012 and February 2014.
- b) Please provide the average call wait time for Centrelink telephone inquiries by inquiry type (Disability, Sickness and Carers, Employment Services, Families and Parenting, Indigenous, Older Australians, Youth and Students) for every month since July 2012 to February 2014.
- c) Please provide the number and percentage of telephone inquiries by inquiry type (Disability, Sickness and Carers, Employment Services, Families and Parenting, Indigenous, Older Australians, Youth and Students) for every month since July 2012 answered in:
  - i) under ten minutes;
  - ii) between 10 and 20 minutes; and
  - iii) over 30 minutes.

#### **Answer:**

a) Centrelink Telephone Inquiries - Answered Calls\*

	<b>Jul-12</b>	<b>Aug-12</b>	<b>Sept-12</b>	<b>Oct-12</b>	<b>Nov-12</b>	<b>Dec-12</b>	<b>Jan-13</b>	<b>Feb-13</b>	<b>Mar-13</b>	<b>Apr-13</b>	<b>May-13</b>	<b>Jun-13</b>
Disability, Sickness and Carers	173,023	178,962	154,602	181,410	161,404	142,006	137,356	129,037	134,941	134,669	165,165	150,186
Employment Services	291,623	310,596	267,667	291,697	238,663	222,325	238,871	230,837	209,123	236,487	294,498	225,544
Families and Parenting	517,523	543,965	448,160	498,864	473,834	414,428	459,148	389,520	356,907	376,395	544,805	523,737
Indigenous	24,244	24,114	21,412	25,924	28,159	21,838	24,257	23,715	22,162	21,723	25,670	21,569
Older Australians	106,434	120,477	110,495	139,749	115,444	94,871	90,122	86,530	87,034	100,712	121,519	112,849
Youth and Students	153,659	146,999	114,955	130,913	125,160	115,021	117,881	130,307	118,697	114,423	130,336	103,779

	<b>Jul-13</b>	<b>Aug-13</b>	<b>Sept-13</b>	<b>Oct-13</b>	<b>Nov-13</b>	<b>Dec-13</b>	<b>Jan-14</b>	<b>Feb-14</b>
Disability, Sickness and Carers	198,535	152,250	157,451	154,220	132,756	151,499	154,434	159,983
Employment Services	296,997	251,092	264,215	248,982	204,340	224,441	269,254	272,270
Families and Parenting	939,936	702,729	606,670	513,077	441,820	445,488	535,535	534,620
Indigenous	29,405	23,172	23,932	25,956	22,310	23,268	24,848	25,205
Older Australians	148,458	127,564	122,301	110,118	77,524	83,777	95,544	114,658
Youth and Students	129,624	98,976	96,100	98,632	96,138	98,608	101,066	118,196

\* Answered Calls: number of calls answered by a Customer Service Officer (CSO).

Note: Place in Queue callbacks are included in the answered calls data.

b) Centrelink Telephone Inquiries – Average Speed of Answer\*

	<b>Jul-12</b>	<b>Aug-12</b>	<b>Sept-12</b>	<b>Oct-12</b>	<b>Nov-12</b>	<b>Dec-12</b>	<b>Jan-13</b>	<b>Feb-13</b>	<b>Mar-13</b>	<b>Apr-13</b>	<b>May-13</b>	<b>Jun-13</b>
Disability, Sickness and Carers	22:12	11:00	08:36	06:45	10:49	12:41	24:31	20:15	27:00	23:38	13:00	14:11
Employment Services	13:03	05:09	06:41	08:24	16:35	16:13	24:59	21:47	25:34	23:07	12:32	15:07
Families and Parenting	26:43	11:59	08:20	08:04	14:04	13:18	25:46	19:45	23:41	20:50	09:42	09:25
Indigenous	19:09	05:57	06:30	06:42	09:09	15:49	23:56	18:24	20:52	18:41	09:34	12:49
Older Australians	22:43	11:33	08:59	07:04	10:40	12:41	23:14	18:36	26:04	23:02	13:08	11:18
Youth and Students	16:38	07:06	08:24	11:05	22:22	20:43	27:07	24:35	28:03	24:33	14:56	19:45

	<b>Jul-13</b>	<b>Aug-13</b>	<b>Sept-13</b>	<b>Oct-13</b>	<b>Nov-13</b>	<b>Dec-13</b>	<b>Jan-14</b>	<b>Feb-14</b>
Disability, Sickness and Carers	20:39	28:23	21:06	29:17	35:21	22:34	28:20	20:30
Employment Services	23:18	29:22	21:09	29:16	38:40	32:27	32:40	28:32
Families and Parenting	11:15	10:04	07:53	17:24	25:00	17:05	25:39	15:36
Indigenous	22:26	20:07	15:14	20:24	28:56	27:06	32:06	20:37
Older Australians	17:22	25:17	19:16	27:16	34:08	21:11	27:33	18:50
Youth and Students	27:45	31:57	23:38	30:43	40:43	37:33	38:14	39:13

\* Average Speed of Answer: average time in queue before being answered by a CSO.

c) Centrelink Answered Calls by Month by Time Interval

Note: Place in Queue callbacks are not included in aggregated answered calls data in the following tables

July 2012	Number of Answered Calls by Time Interval				Percentage of Answered Calls by Time Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disability, Sickness and Carers	36,282	19,050	65,852	48,560	21.4%	11.2%	38.8%	28.6%
Employment Services	131,370	65,525	79,415	10,318	45.8%	22.9%	27.7%	3.6%
Families and Parenting	77,943	43,215	115,453	265,352	15.5%	8.6%	23.0%	52.9%
Indigenous	6,292	3,024	10,970	3,688	26.2%	12.6%	45.8%	15.4%
Older Australians	19,624	13,070	43,953	29,467	18.5%	12.3%	41.4%	27.8%
Youth and Students	46,165	36,687	57,901	8,829	30.9%	24.5%	38.7%	5.9%

  

August 2012	Number of Answered Calls by Time Interval				Percentage of Answered Calls by Time Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disability, Sickness and Carers	86,463	59,286	27,369	4,145	48.8%	33.4%	15.4%	2.3%
Employment Services	246,085	52,949	9,348	857	79.6%	17.1%	3.0%	0.3%
Families and Parenting	276,785	128,976	77,526	53,917	51.5%	24.0%	14.4%	10.0%
Indigenous	17,460	4,588	1,958	17	72.7%	19.1%	8.2%	0.1%
Older Australians	54,876	44,218	18,440	2,745	45.6%	36.8%	15.3%	2.3%
Youth and Students	103,758	33,695	7,163	1,188	71.2%	23.1%	4.9%	0.8%

  

September 2012	Number of Answered Calls by Time Interval				Percentage of Answered Calls by Time Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disability, Sickness and Carers	87,232	60,967	4,043	1,432	56.8%	39.7%	2.6%	0.9%
Employment Services	182,039	74,922	7,816	419	68.6%	28.3%	2.9%	0.2%
Families and Parenting	258,347	167,971	17,202	1,040	58.1%	37.8%	3.9%	0.2%
Indigenous	14,990	4,316	2,004	11	70.3%	20.2%	9.4%	0.1%
Older Australians	60,516	45,758	3,067	1,009	54.8%	41.5%	2.8%	0.9%
Youth and Students	68,000	39,886	5,386	508	59.8%	35.1%	4.7%	0.4%

  

October 2012	Number of Answered Calls by Time Interval				Percentage of Answered Calls by Time Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disability, Sickness and Carers	132,556	42,903	4,593	643	73.4%	23.7%	2.5%	0.4%
Employment Services	175,308	80,039	31,703	1,068	60.8%	27.8%	11.0%	0.4%
Families and Parenting	300,614	159,634	31,051	2,204	60.9%	32.3%	6.3%	0.4%
Indigenous	18,309	4,357	3,058	95	70.9%	16.9%	11.8%	0.4%
Older Australians	99,911	35,275	3,676	427	71.7%	25.3%	2.6%	0.3%
Youth and Students	59,407	48,523	20,071	1,052	46.0%	37.6%	15.6%	0.8%

November 2012	Number of Answered Calls by Time Interval				Percentage of Answered Calls by Time Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disability, Sickness and Carers	72,855	63,646	18,673	1,593	46.5%	40.6%	11.9%	1.0%
Employment Services	83,824	51,819	44,664	46,035	37.0%	22.9%	19.7%	20.3%
Families and Parenting	172,472	128,901	129,752	17,875	38.4%	28.7%	28.9%	4.0%
Indigenous	17,221	5,544	4,993	117	61.8%	19.9%	17.9%	0.4%
Older Australians	53,629	44,770	12,902	937	47.8%	39.9%	11.5%	0.8%
Youth and Students	26,326	21,080	32,280	41,350	21.8%	17.4%	26.7%	34.2%

December 2012	Number of Answered Calls by Time Interval				Percentage of Answered Calls by Time Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disability, Sickness and Carers	48,658	59,533	26,893	1,132	35.7%	43.7%	19.7%	0.8%
Employment Services	76,369	46,771	49,151	35,745	36.7%	22.5%	23.6%	17.2%
Families and Parenting	146,265	142,231	100,231	3,470	37.3%	36.3%	25.6%	0.9%
Indigenous	7,568	4,473	7,474	1,950	35.3%	20.8%	34.8%	9.1%
Older Australians	32,413	41,592	17,226	680	35.3%	45.3%	18.7%	0.7%
Youth and Students	29,730	18,218	30,612	33,128	26.6%	16.3%	27.4%	29.7%

January 2013	Number of Answered Calls by Time Interval				Percentage of Answered Calls by Time Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disability, Sickness and Carers	16,245	20,836	40,744	49,855	12.7%	16.3%	31.9%	39.0%
Employment Services	33,178	29,822	57,064	97,912	15.2%	13.7%	26.2%	44.9%
Families and Parenting	54,074	52,164	119,522	194,154	12.9%	12.4%	28.5%	46.2%
Indigenous	3,614	4,165	7,178	8,737	15.3%	17.6%	30.3%	36.9%
Older Australians	12,230	15,625	29,449	27,890	14.4%	18.3%	34.6%	32.7%
Youth and Students	19,127	9,172	24,489	61,402	16.8%	8.0%	21.4%	53.8%

February 2013	Number of Answered Calls by Time Interval				Percentage of Answered Calls by Time Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disability, Sickness and Carers	24,561	30,383	40,692	23,502	20.6%	25.5%	34.2%	19.7%
Employment Services	35,809	45,713	70,376	55,845	17.2%	22.0%	33.9%	26.9%
Families and Parenting	93,947	80,661	105,836	77,119	26.3%	22.6%	29.6%	21.6%
Indigenous	6,648	4,655	8,293	3,558	28.7%	20.1%	35.8%	15.4%
Older Australians	20,386	21,839	27,591	12,001	24.9%	26.7%	33.7%	14.7%
Youth and Students	21,502	16,839	35,989	50,936	17.2%	13.4%	28.7%	40.7%

March 2013	Number of Answered Calls by Time Interval				Percentage of Answered Calls by Time Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disability, Sickness and Carers	11,296	11,500	36,858	61,830	9.3%	9.5%	30.3%	50.9%
Employment Services	18,985	25,694	62,588	78,790	10.2%	13.8%	33.6%	42.3%
Families and Parenting	55,497	44,516	94,344	126,595	17.3%	13.9%	29.4%	39.4%
Indigenous	4,263	4,174	8,687	4,453	19.8%	19.3%	40.3%	20.6%
Older Australians	8,681	8,887	26,600	36,513	10.8%	11.0%	33.0%	45.3%
Youth and Students	14,772	7,441	30,092	60,774	13.1%	6.6%	26.6%	53.7%

April 2013	Number of Answered Calls by Time Interval				Percentage of Answered Calls by Time Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disability, Sickness and Carers	15,065	24,731	50,328	32,115	12.3%	20.2%	41.2%	26.3%
Employment Services	25,540	52,531	78,109	53,031	12.2%	25.1%	37.3%	25.3%
Families and Parenting	60,653	91,339	121,602	65,016	17.9%	27.0%	35.9%	19.2%
Indigenous	6,355	4,196	6,640	3,886	30.2%	19.9%	31.5%	18.4%
Older Australians	12,856	19,544	38,036	23,348	13.7%	20.8%	40.6%	24.9%
Youth and Students	13,788	19,454	41,901	32,525	12.8%	18.1%	38.9%	30.2%

May 2013	Number of Answered Calls by Time Interval				Percentage of Answered Calls by Time Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disability, Sickness and Carers	61,394	52,154	38,703	2,624	39.6%	33.7%	25.0%	1.7%
Employment Services	115,106	87,742	61,510	7,002	42.4%	32.3%	22.7%	2.6%
Families and Parenting	294,580	137,054	77,533	6,661	57.1%	26.6%	15.0%	1.3%
Indigenous	15,191	4,496	5,063	338	60.6%	17.9%	20.2%	1.3%
Older Australians	43,468	37,590	28,527	1,911	39.0%	33.7%	25.6%	1.7%
Youth and Students	41,943	39,186	37,231	6,367	33.6%	31.4%	29.8%	5.1%

June 2013	Number of Answered Calls by Time Interval				Percentage of Answered Calls by Time Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disability, Sickness and Carers	62,949	26,629	35,807	14,612	45.0%	19.0%	25.6%	10.4%
Employment Services	89,474	40,880	45,298	31,703	43.2%	19.7%	21.8%	15.3%
Families and Parenting	362,174	39,802	45,056	55,367	72.1%	7.9%	9.0%	11.0%
Indigenous	9,630	4,710	6,041	739	45.6%	22.3%	28.6%	3.5%
Older Australians	54,454	14,624	18,465	7,262	57.4%	15.4%	19.5%	7.7%
Youth and Students	30,301	16,542	26,216	25,706	30.7%	16.7%	26.5%	26.0%

July 2013	Number of Answered Calls by Time Interval				Percentage of Answered Calls by Time Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disability, Sickness and Carers	52,604	30,173	40,231	58,341	29.0%	16.6%	22.2%	32.2%
Employment Services	62,274	50,560	48,793	100,842	23.7%	19.3%	18.6%	38.4%
Families and Parenting	561,159	77,439	54,973	125,954	68.5%	9.4%	6.7%	15.4%
Indigenous	6,264	3,852	8,294	9,712	22.3%	13.7%	29.5%	34.5%
Older Australians	44,321	18,569	20,146	28,016	39.9%	16.7%	18.1%	25.2%
Youth and Students	24,841	13,208	17,922	65,794	20.4%	10.8%	14.7%	54.0%

August 2013	Number of Answered Calls by Time Interval				Percentage of Answered Calls by Time Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disability, Sickness and Carers	20,800	14,136	17,888	63,501	17.9%	12.2%	15.4%	54.6%
Employment Services	32,472	23,949	38,796	119,817	15.1%	11.1%	18.0%	55.7%
Families and Parenting	453,725	47,845	29,836	85,877	73.5%	7.8%	4.8%	13.9%
Indigenous	5,693	3,131	6,010	4,861	28.9%	15.9%	30.5%	24.7%
Older Australians	19,692	10,542	12,263	38,939	24.2%	12.9%	15.1%	47.8%
Youth and Students	14,328	5,509	13,145	59,210	15.5%	6.0%	14.3%	64.2%

September 2013	Number of Answered Calls by Time Interval				Percentage of Answered Calls by Time Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disability, Sickness and Carers	23,843	25,830	32,125	29,126	21.5%	23.3%	29.0%	26.3%
Employment Services	48,005	52,201	65,703	65,744	20.7%	22.5%	28.4%	28.4%
Families and Parenting	417,809	29,863	44,041	52,939	76.7%	5.5%	8.1%	9.7%
Indigenous	7,666	3,648	5,380	2,553	39.8%	19.0%	28.0%	13.3%
Older Australians	22,981	19,259	22,071	18,840	27.6%	23.2%	26.5%	22.7%
Youth and Students	17,756	12,108	26,581	33,987	19.6%	13.4%	29.4%	37.6%

October 2013	Number of Answered Calls by Time Interval				Percentage of Answered Calls by Time Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disability, Sickness and Carers	15,165	8,832	22,907	59,405	14.3%	8.3%	21.5%	55.9%
Employment Services	29,174	24,910	42,422	117,527	13.6%	11.6%	19.8%	54.9%
Families and Parenting	142,062	118,724	71,413	74,032	35.0%	29.2%	17.6%	18.2%
Indigenous	5,495	2,904	5,688	5,453	28.1%	14.9%	29.1%	27.9%
Older Australians	14,364	6,608	17,369	40,044	18.3%	8.4%	22.2%	51.1%
Youth and Students	15,391	6,280	14,665	56,254	16.6%	6.8%	15.8%	60.8%

November 2013	Number of Answered Calls by Time Interval				Percentage of Answered Calls by Time Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disability, Sickness and Carers	11,349	3,266	10,938	59,898	13.3%	3.8%	12.8%	70.1%
Employment Services	17,129	10,787	17,386	127,917	9.9%	6.2%	10.0%	73.8%
Families and Parenting	79,067	51,631	67,661	120,737	24.8%	16.2%	21.2%	37.8%
Indigenous	2,989	1,419	2,658	8,401	19.3%	9.2%	17.2%	54.3%
Older Australians	7,850	2,776	8,147	37,902	13.9%	4.9%	14.4%	66.9%
Youth and Students	11,089	4,085	6,234	66,764	12.6%	4.6%	7.1%	75.7%

December 2013	Number of Answered Calls by Time Interval				Percentage of Answered Calls by Time Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disability, Sickness and Carers	30,650	17,425	25,729	36,933	27.7%	15.7%	23.2%	33.4%
Employment Services	37,630	19,106	22,043	117,085	19.2%	9.8%	11.3%	59.8%
Families and Parenting	145,787	74,345	63,871	69,407	41.3%	21.0%	18.1%	19.6%
Indigenous	3,505	2,012	3,179	7,664	21.4%	12.3%	19.4%	46.8%
Older Australians	20,464	12,100	14,865	20,533	30.1%	17.8%	21.9%	30.2%
Youth and Students	14,988	5,275	7,471	63,924	16.4%	5.8%	8.2%	69.7%

January 2014	Number of Answered Calls by Time Interval				Percentage of Answered Calls by Time Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disability, Sickness and Carers	17,814	9,834	23,675	60,699	15.9%	8.8%	21.1%	54.2%
Employment Services	35,172	23,687	54,176	118,521	15.2%	10.2%	23.4%	51.2%
Families and Parenting	90,108	46,658	109,510	143,141	23.1%	12.0%	28.1%	36.8%
Indigenous	2,858	1,369	2,396	10,778	16.4%	7.9%	13.8%	61.9%
Older Australians	12,560	6,641	17,143	39,345	16.6%	8.8%	22.6%	52.0%
Youth and Students	17,368	5,794	10,196	61,345	18.3%	6.1%	10.8%	64.8%

February 2014	Number of Answered Calls by Time Interval				Percentage of Answered Calls by Time Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disability, Sickness and Carers	26,807	29,089	35,537	28,785	22.3%	24.2%	29.6%	23.9%
Employment Services	49,839	54,161	31,585	101,782	21.0%	22.8%	13.3%	42.9%
Families and Parenting	153,020	137,443	80,428	53,871	36.0%	32.4%	18.9%	12.7%
Indigenous	5,507	2,739	4,780	4,958	30.6%	15.2%	26.6%	27.6%
Older Australians	24,140	24,761	29,229	17,143	25.3%	26.0%	30.7%	18.0%
Youth and Students	15,345	9,820	9,660	75,031	14.0%	8.9%	8.8%	68.3%