

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 26 FEBRUARY 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Telephony Services – customer wait times

Question reference number: HS 3

Senator: Siewert

Type of question: Hansard pages 16-17

Date set by the committee for the return of answer: 17 April 2015

Number of pages: 2

Question:

Senator SIEWERT: You have different lines for different allowances. What were the waiting times for different lines? Is that easy to get or are you able to give us something there?

Mr Tidswell: One of my colleagues may well have that information. I do not have that information in my folder to break it down individually.

Senator SIEWERT: I would like to know the average wait time per line.

Mr Tidswell: For disability and carers, and that is the line that you were interested in—

Senator SIEWERT: That is the one that I have had a lot of complaints about recently, but I would like to know the average wait times for all of them.

Mr Tidswell: We have monthly figures. What is your preference?

Senator SIEWERT: Would it be possible to table the monthly figures in terms of the most recent average?

Mr Tidswell: We have figures here month by month for this financial year.

Senator SIEWERT: It will take too long to read all of those out, so if you could table the progressive month by month figures.

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Senator SIEWERT: If you could take on notice each month for the last 12 months, but including the previous years so that I have last January through to this January.

Answer:

Average Speed of Answer – Social Security and Welfare

Programme	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14
Social Security and Welfare	22:32	17:17	16:49	17:39	15:14	15:35	17:50	14:25	16:06	14:32	15:27	14:45
Disability, Sickness and Carers	28:20	20:30	19:44	20:14	15:15	17:10	21:05	20:58	25:51	21:05	20:15	20:20
Employment Services	32:40	28:32	29:11	27:20	24:20	24:12	26:01	24:14	24:09	20:13	21:29	21:51
Families and Parenting	25:39	15:36	14:22	15:48	14:44	17:37	20:25	15:45	17:19	17:33	19:06	17:27
Older Australians	27:33	18:50	18:06	18:51	14:26	14:58	17:08	17:54	20:39	19:02	18:39	20:01
Youth and Students	38:14	39:13	36:12	31:13	27:52	26:29	28:35	27:13	25:28	20:19	23:28	23:58
Participation	26:12	26:20	32:33	37:05	31:42	24:08	32:52	16:04	14:57	9:32	10:56	8:58
Indigenous	32:06	20:37	20:14	22:52	17:15	22:43	21:54	12:43	18:29	17:07	21:04	19:09

All times represented as minutes:seconds

Programme	Jan 15	Feb 15
Social Security and Welfare	17:15	16:31
Disability, Sickness and Carers	23:23	22:33
Employment Services	24:32	24:09
Families and Parenting	21:59	21:42
Older Australians	22:19	19:47
Youth and Students	27:53	27:46
Participation	8:40	7:27
Indigenous	17:06	7:43

All times represented as minutes:seconds

Please Note: the times given at the hearing on 26 February 2015 were the financial year to date results as of 31 January 2015 for those programmes. The monthly results are included in the table above.