

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 26 FEBRUARY 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Client telephone Wait Times

Question reference number: HS 55

Senator: Cameron

Type of question: Written

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

Number of pages: 4

Question:

Please update the table concerning call waiting times for each call line type provided in answer HS 34 from Supplementary Budget Estimates 2014 for the monthly period July 2014 to date February 2015.

Answer:

The following tables show 2014–15 Social Security and Welfare answered calls by month by time interval as of 28 February 2015. Note: Place in Queue callbacks are not included in aggregated answered calls data in the following tables. Interval data is only available up to 30 minutes.

July 2014	Number of Calls Answered by Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disabilities, Sickness and Carers	37,576	34,953	34,514	45,007
Employment Services	37,495	63,798	57,476	91,223
Families and Parenting	165,348	117,106	98,477	153,386
Indigenous	9,891	4,528	5,241	8,261
Older Australians	41,912	28,950	26,034	22,925
Youth and Students	19,319	22,990	21,432	52,744
IM - BasicsCard After Hours	52,223	5,292	1,197	174
IM - BasicsCard Enquiries	96,294	10,380	718	2
DHS Tip Off Line - Centrelink	3,916	73	0	0
Participation Solutions	14,406	20,449	23,382	69,156

August 2014	Number of Calls Answered by Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disabilities, Sickness and Carers	21,546	36,788	34,908	29,039
Employment Services	28,287	59,613	53,235	63,146
Families and Parenting	133,950	153,827	77,515	49,395
Indigenous	12,262	9,300	7,042	652
Older Australians	28,626	32,341	26,480	17,583
Youth and Students	13,218	20,302	22,742	38,528
IM - BasicsCard After Hours	50,276	5,170	1,677	11
IM - BasicsCard Enquiries	66,505	29,588	2,865	41
DHS Tip Off Line - Centrelink	3,460	84	7	0
Participation Solutions	32,896	27,115	23,847	10,509

September 2014	Number of Calls Answered by Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disabilities, Sickness and Carers	16,042	19,819	33,605	48,118
Employment Services	35,574	36,450	71,569	77,823
Families and Parenting	96,215	128,214	92,460	46,382
Indigenous	8,735	6,076	10,432	5,351
Older Australians	32,833	16,087	25,000	33,758
Youth and Students	15,627	13,090	28,093	37,643
IM - BasicsCard After Hours	50,632	6,272	1,891	219
IM - BasicsCard Enquiries	39,623	33,400	19,839	1,698
DHS Tip Off Line - Centrelink	3,351	75	1	0
Participation Solutions	43,131	26,332	22,524	13,489

October 2014	Number of Calls Answered by Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disabilities, Sickness and Carers	26,465	31,331	45,290	30,146
Employment Services	53,379	48,534	80,892	51,711
Families and Parenting	94,410	93,411	122,728	38,582
Indigenous	8,653	7,698	11,478	2,826
Older Australians	38,369	18,883	32,516	27,270
Youth and Students	27,502	19,279	32,500	26,787
IM - BasicsCard After Hours	51,397	5,427	1,228	63
IM - BasicsCard Enquiries	42,176	35,509	17,593	1,997
DHS Tip Off Line - Centrelink	3,395	166	0	0
Participation Solutions	30,080	12,189	6,765	1,904

November 2014	Number of Calls Answered by Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disabilities, Sickness and Carers	28,199	25,200	47,252	27,020
Employment Services	40,286	45,196	73,335	52,409
Families and Parenting	86,291	69,778	124,091	60,479
Indigenous	5,412	4,880	9,473	6,061
Older Australians	31,876	16,141	30,086	22,506
Youth and Students	19,560	22,773	34,500	34,542
IM - BasicsCard After Hours	60,344	4,282	363	16
IM - BasicsCard Enquiries	41,229	30,196	15,410	100
DHS Tip Off Line - Centrelink	3,301	76	3	0
Participation Solutions	21,312	14,081	6,569	1,124

December 2014	Number of Calls Answered by Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disabilities, Sickness and Carers	31,997	38,905	37,460	34,364
Employment Services	48,153	61,985	56,202	67,232
Families and Parenting	115,319	99,292	88,736	67,658
Indigenous	9,561	6,166	8,141	7,280
Older Australians	31,265	20,709	21,524	29,703
Youth and Students	23,412	29,055	27,201	42,248
IM - BasicsCard After Hours	80,123	4,775	2,160	80
IM - BasicsCard Enquiries	65,638	24,747	14,120	937
DHS Tip Off Line - Centrelink	2,809	89	2	0
Participation Solutions	25,637	10,984	5,677	463

January 2015	Number of Calls Answered by Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disabilities, Sickness and Carers	20,815	36,869	34,836	37,658
Employment Services	41,321	56,460	62,114	77,595
Families and Parenting	83,852	118,307	109,495	111,329
Indigenous	16,477	6,531	7,001	9,352
Older Australians	26,238	20,867	18,350	30,730
Youth and Students	19,921	24,272	27,356	53,652
IM - BasicsCard After Hours	81,619	3,213	479	75
IM - BasicsCard Enquiries	72,733	26,089	12,903	5,167
DHS Tip Off Line - Centrelink	3,131	334	24	10
Participation Solutions	17,876	9,411	3,127	90

February 2015	Number of Calls Answered by Interval			
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins
Disabilities, Sickness and Carers	19,439	37,604	34,622	29,963
Employment Services	39,080	60,690	67,961	69,432
Families and Parenting	64,962	109,654	103,047	83,558
Indigenous	31,604	10,964	3,363	892
Older Australians	27,428	25,579	24,422	21,526
Youth and Students	18,996	28,770	37,745	56,576
IM - BasicsCard After Hours	60,217	2,214	266	27
IM - BasicsCard Enquiries	63,524	27,388	11,668	1,542
DHS Tip Off Line - Centrelink	3,580	195	15	2
Participation Solutions	24,403	10,968	1,753	25