

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES - 29 MAY 2012 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Customer Telephone Waiting Times

Question reference number: HS 59

Senator: Siewert

Type of question: Written

Date set by the committee for the return of answer: 27 July 2012

Number of pages: 2

Question:

- a) For each of DHS's customer specific call lines for each month from 1 July 2011 to 31 May 2012 how many people had to wait less than 10 minutes, 10-20 minutes; 20-30 minutes; more than 30 minutes; more than 1 hour, to talk to a Customer Service Adviser?
- b) For the Basics Card line for each month from 1 July 2011 to 31 May 2012 how many people had to wait less than 10 minutes, 10-20 minutes; 20-30 minutes; more than 30 minutes; more than 1 hour, to talk to a Customer Service Adviser?
- c) For the National Participation Solutions Line for each month from 1 July 2011 to 31 May 2012 how many people had to wait less than 10 minutes, 10-20 minutes; 20-30 minutes; more than 30 minutes; more than 1 hour, to talk to a Customer Service Adviser?
- d) Provide a breakdown of all data sets that DHS collects about telephone wait times?

Answer:

The information requested in the above question for data by time intervals is not readily available. To provide the answer would require an unreasonable diversion of resources.

The department reports on average speed of answer (seconds) and that information is provided below.

- a) Master program

	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011
Centrelink	443	363	425	568	854	947
Employment Services	331	315	426	616	957	1,078
Disability and Carers	405	420	577	676	992	1,103
Families and Parenting	668	463	449	599	915	1,081
Indigenous	333	208	311	526	745	734
Older Australians	393	431	600	680	1,008	1,125
Youth and Students	375	350	457	668	1,048	1,185
Medicare – Public	13	11	11	13	14	19
Child Support	53	73	90	23	24	31

	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012
Centrelink	899	1,091	889	759	798
Employment Services	991	1,258	897	683	586
Disability and Carers	1,097	1,387	1,245	1,005	1,172
Families and Parenting	1,081	1,308	1,137	1,241	1,331
Indigenous	921	1,168	1,016	959	829
Older Australians	1,082	1,400	1,285	1,049	1,205
Youth and Students	1,118	1,348	1,161	956	770
Medicare – Public	18	19	19	24	32
Child Support	75	112	73	41	62

b) Basics Card

	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011
BasicsCard After Hours	75	46	21	24	60	55
BasicsCard Enquiries	278	198	299	490	730	393

	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012
BasicsCard After Hours	44	61	67	32	43
BasicsCard Enquiries	75	159	87	55	89

c) Participation Solutions line

	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011
National Participation Solutions	2,347	1,253	557	833	1,010	654

	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012
National Participation Solutions	996	2,177	1,789	2,129	2,806

d) Please refer to the answer to part (a). This section presents the main Department of Human Services queues average speed of answer (in seconds) for the months of July 2011 through to May 2012.

In addition, the department operates a large number of other smaller boutique queues. Examples are provided in the table below.

	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011
Digital TV	187	152	42	62	98	31
DHS Tip Off Line	365	372	451	508	221	67
Financial Information Service	243	254	289	283	306	292

	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012
Digital TV	114	130	47	84	79
DHS Tip Off Line	60	169	131	88	92
Financial Information Service	274	255	258	223	240