

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 5-6 JUNE 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Waiting Times

Question reference number: HS 179

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 25 July 2014

Number of pages: 20

Question:

The answer to QoN HS 121 from February 2014 states that there has been a reduction of 3.1% or 281 employees engaged in face to face services since the Federal election.

- a) Is this reduction affecting waiting times?
- b) What are the strategies to get waiting times below 15 minutes?
- c) What are the monthly average wait times by Customer Services Centre site?
- d) What are the monthly average wait times by call centres?
- e) What is the current number of casual employees employed within the call centre network?
- f) What is the projected number of Casuals that the department is engage across the Call centre network over the next financial year?
- g) What is the number of successful calls managed through the Call Centre network in the following financial years: 2011-12, 2012-13, 2013-14?
- h) What is the total number of inbound calls received by the Call Centre network including drop out, busy signals and any other category of unsuccessful calls?
- i) I understand that in the past Centrelink/DHS included a performance measure of call centre successful calls in its Annual Report?
- j) When did that measure stop being published?
- k) Why?
- l) How many call centres is the Department operating?
- m) Where are they?
- n) What is the staffing profile of call centres? How many staff are on-going, non-ongoing, irregular and intermittent (casuals)?

Answer:

- a) As per question on notice HS 121 from the 2013–14 Additional Estimates, through a focus on efficiently deploying resources the department has been able to ensure that the changes in staffing levels have not impacted on customer wait times.

In 2013–14, as at 15 September 2013, the average wait time in shopfronts was nearly 17 and a half minutes. In comparison, in 2013–14 as at 8 June 2014, the average wait time in shopfronts was just under 17 minutes.

- b) The department is focused on reducing queue wait times and regularly reviews its operations to achieve shorter wait times while providing customers with a high quality interaction.

The department has a front-of-house operating model to ensure a consistent range of service strategies are in place in all service centres.

The department continues to focus on skilling staff to assist customers utilise the department's digital channels. This enables customers to undertake their business at a time and place most convenient to them. The department's range of digital services is increasing and a new Express Plus Centrelink App has recently been released that means customers can use the one App for their Centrelink business rather than the current payment specific Apps.

To ensure the shortest wait times for face to face services, service centres actively manage wait times through improved capacity planning and real time management approaches. In times of peak demand, staff are moved from non-face to face tasks to focus on serving customers.

- c) The table at Attachment A provides the monthly average wait times by shopfront for the period September 2013 to May 2014.
- d) The department operates a virtual network and this means that average wait times are recorded by telephony line rather than for individual Smart Centres.

The following table provides the monthly average wait time for Centrelink-related calls for the period September 2013 to May 2014.

Period	Average Speed of Answer (minutes: seconds)
September 2013	11:05
October 2013	18:58
November 2013	25:22
December 2013	19:10
January 2014	23:32
February 2014	17:29
March 2014	16:30
April 2014	16:57
May 2014	14:45

- e) The total number of intermittent and irregular employees employed within the Smart centre* network as at 31 May 2014 is 1,358.

**Note: Employees defined include all employees in actual identified cost centres as at 31 May 2014.*

- f) The projected number of intermittent and irregular employees is difficult to determine given it is dependent on surge requirements. Approval has been provided from the APS Commissioner to maintain a pool of 1,700 intermittent and irregular employees.
- g) The following table provides the number of successful Centrelink calls in 2011–12, 2012–13, 2013–14 (as at 31 May 2014). A successful call is defined as a call that accesses the Interactive Voice Response; that is, the call accesses the telephony system.

Financial Year	Successful Calls (rounded to millions)
2011–12	44 million
2012–13	42 million
2013–14 (as at 31 May 2014)	40 million

- h) The following table provides the number of Centrelink inbound calls in 2011–12, 2012–13, 2013–14 (as at 31 May 2014). Inbound calls are defined as successful calls plus those calls that attempt to access the Interactive Voice Response and receive an engaged signal.

Financial Year	Inbound Calls Attempts (rounded to millions)
2011–12	77 million
2012–13	75 million
2013–14 (as at 31 May 2014)	52 million

- i) The department has not changed the methodology for reporting call volumes. The Department of Human Services, and prior to that Centrelink, has reported on call volumes through annual reports for a number of years. In the Department of Human Services Annual Report 2011–12 (the first annual report under the reconstituted department), the department reported on ‘handled’ calls (refer page 3). In the Centrelink Annual Report 2010–11, the agency reported on ‘successfully handled calls’ and ‘successful calls’ (refer page 118). These terms can be used interchangeably and do not represent a different methodology for reporting calls.
- j) See answer to part (i).
- k) See answer to part (i).
- l) The department operates 29 dedicated telephony locations that provide Centrelink and Medicare Public services. The department operates 13 dedicated telephony locations that provide Child Support services. The department has moved to a more integrated approach to dealing with customer’s enquiries and most staff undertake a mix of work either via telephony, processing or online. This means that staff in locations other than the dedicated telephony sites will undertake customer enquiries via the telephony.
- m) The 42 locations are:

Centrelink Call and Medicare Public/e-Health Sites

Adelaide, South Australia	Batemans Bay, NSW
Bendigo, Victoria	South Brisbane, QLD
Bunbury, WA	Cairns, QLD
Tuggerah, NSW	Coffs Harbour, NSW
Geelong, VIC	Dowsing Point, TAS
Wollongong, NSW	Traralgon, VIC
Norwood, TAS	Liverpool, NSW

Maryborough, QLD
 Brunswick, VIC
 Palmerston, NT
 Port Augusta, SA
 Toowoomba, QLD
 Tweed Heads South, NSW
 Greenway, ACT
 Blacktown, NSW

Bentleigh, VIC
 Adamstown, NSW
 Osborne Park, WA
 Port Macquarie, NSW
 Aitkenvale, QLD
 Wendouree, VIC
 Queanbeyan, NSW

Child Support Smart Centre Sites

Adelaide, SA
 Brisbane, QLD
 Geelong, VIC
 Melbourne, VIC
 Parramatta, NSW
 Surry Hills, NSW
 Wollongong, NSW

Albury, VIC
 Dandenong, VIC
 Hobart, TAS
 Newcastle, NSW
 Perth, WA
 Townsville, QLD

- n) The total number of smart centres* staff by employment status as at 31 May 2014 is outlined in Table A below.

Table A: Total number of call centres* staff by employment status as at 31 May 2014			
Ongoing Headcount	Non-Ongoing (Excluding Intermittent/Irregular) Headcount	Non-Ongoing Intermittent/Irregular Only Headcount	Total Ongoing and Non-Ongoing Headcount
3,012	221	1,358	4,591

**Note: Employees defined include all employees in actual identified cost centres as at 31 May 2014.*

HS 179 – Attachment A

Shopfront	September 2013	October 2013	November 2013	December 2013	January 2014	February 2014	March 2014	April 2014	May 2014
Airport West	20:45	19:40	23:04	27:28	34:24	31:10	25:45	23:00	24:13
Aitkenvale Medicare	5:25	4:53	6:59	4:39	4:03	8:12	5:33	4:09	7:03
Albany	17:46	18:54	19:19	22:00	26:12	27:03	20:00	14:29	15:40
Albury	14:47	17:02	14:20	15:11	23:58	24:05	17:07	19:57	18:47
Alice Springs	17:42	11:10	14:22	18:30	25:10	20:00	21:13	20:16	19:15
Altona Gate	3:07	3:12	3:29	3:01	3:31	3:19	3:26	3:31	4:03
Ararat	7:14	10:52	10:08	8:03	13:31	8:46	6:48	6:47	8:36
Armadale	24:21	22:13	21:13	22:05	26:32	25:22	21:18	15:35	16:20
Armidale	7:12	7:38	7:54	9:45	14:43	13:01	11:52	10:57	9:04
Ashmore	8:59	8:34	9:08	10:57	11:17	12:34	13:46	13:18	11:13
Atherton	9:36	9:12	10:20	13:52	21:09	19:19	7:28	6:55	5:40
Auburn	17:44	19:32	21:01	30:25	31:21	32:36	26:01	28:07	30:45
Ayr	2:30	2:29	4:31	3:47	4:57	4:02	3:39	3:36	4:32
Bairnsdale	13:22	13:34	17:40	15:30	17:08	18:36	17:40	21:42	21:12
Ballarat	18:37	21:26	34:20	26:04	28:10	31:45	25:25	19:38	21:51
Ballarat Medicare	4:12	4:30	6:51	1:51	4:43	6:11	4:15	5:10	5:15
Ballina	11:04	8:19	9:17	10:20	14:33	13:24	16:07	14:00	13:09
Bankstown	18:10	20:29	24:22	24:13	27:24	24:36	27:22	25:10	24:56
Bankstown Medicare	16:52	19:49	12:04	16:07	14:07	16:44	17:54	12:20	13:56
Batemans Bay	14:15	16:04	17:58	18:00	19:27	19:48	17:11	16:43	14:35
Bathurst	12:33	15:55	18:00	20:29	20:13	19:42	20:51	19:12	17:30
Baulkham Hills	18:22	19:20	25:07	27:45	38:07	34:48	27:30	30:42	28:31
Beaulesert	17:39	18:37	19:50	23:01	34:00	24:50	23:43	16:49	17:40
Beenleigh	27:13	23:50	24:15	20:16	28:05	27:35	27:58	23:33	24:29
Beenleigh Medicare	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bega	15:44	16:27	17:48	17:23	23:35	28:15	20:43	18:51	16:20
Bega Medicare	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Note: n/a represents a wait time of less than 1 minute.

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Belconnen	7:36	6:48	7:41	6:50	9:44	8:55	8:04	9:17	8:47
Belgrave	8:35	11:10	8:54	8:03	10:58	12:08	13:46	12:35	13:55
Belmont NSW	1:54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Belmont WA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bendigo	17:07	15:23	15:58	19:20	20:41	18:36	20:04	17:39	14:32
Bentleigh	4:03	3:46	3:22	3:10	3:39	3:49	4:04	2:53	3:43
Berrri	8:53	10:08	9:58	12:00	12:27	11:02	10:22	10:48	12:06
Biggerra Waters	23:56	20:34	26:05	20:05	24:49	27:52	22:03	18:37	16:24
Biloela	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Blacktown	20:01	20:29	23:40	20:44	29:05	28:31	28:43	23:44	27:31
Blacktown Medicare	6:49	9:00	11:33	10:54	10:26	6:48	7:17	10:25	9:23
Bondi Junction	33:49	36:04	40:56	41:44	49:56	42:09	36:31	32:37	31:19
Booragoon	9:30	9:18	9:01	8:52	9:36	9:20	10:43	9:24	7:13
Boronia	25:24	18:41	25:38	26:43	28:12	26:52	29:38	26:09	25:59
Borroloola	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bourke	n/a	n/a	1:08	1:00	1:16	n/a	3:58	3:14	2:06
Bowen	4:30	3:27	4:22	4:15	4:14	4:52	6:01	5:57	5:12
Bowral	13:46	12:57	17:34	21:00	24:48	21:29	16:19	22:40	18:29
Box Hill	27:09	23:46	26:54	26:23	32:27	30:54	25:29	21:31	21:45
Braddon	16:37	19:56	17:55	18:32	25:05	26:04	18:52	14:43	13:03
Bridgewater	14:37	15:39	13:30	15:46	16:36	14:23	13:27	12:14	13:05
Broadmeadows	38:07	28:15	29:45	30:18	32:40	33:45	30:14	23:33	20:03
Broken Hill	9:18	9:34	10:02	9:59	12:17	15:39	19:35	11:41	13:12
Broome	12:36	8:12	5:47	6:44	9:26	7:14	7:39	7:09	11:14
Browns Plains	36:53	41:13	42:14	30:47	41:50	50:48	45:22	36:29	34:32
Brunswick Heads	11:40	11:35	13:38	12:18	15:22	15:42	14:40	12:33	9:52
Bunbury	19:17	23:42	27:10	30:06	31:58	30:22	25:33	19:50	19:10
Bundaberg	16:45	21:49	22:37	23:18	28:41	27:16	21:00	15:45	17:14
Burnie	17:04	20:53	18:18	16:48	17:24	18:35	16:41	12:51	14:13

Note: n/a represents a wait time of less than 1 minute.

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Charlestown	12:48	16:39	20:29	20:58	23:15	20:56	23:09	17:56	14:45
Charlestown Medicare	4:03	3:45	4:01	5:02	5:05	4:27	4:37	4:02	2:56
Charleville	3:05	3:54	3:40	7:03	8:44	14:11	15:07	9:25	4:39
Charters Towers	1:16	1:47	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Chatswood	25:10	25:45	21:59	27:47	26:30	23:49	23:51	19:08	20:22
Chatswood Medicare	16:12	15:45	14:17	14:11	14:59	17:39	14:45	18:27	8:58
Cheltenham	20:34	22:47	28:35	28:54	31:28	33:15	32:16	30:56	30:39
Cherbourg	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Chermside	25:53	24:22	23:32	27:38	29:13	37:30	31:49	18:52	17:41
Chermside Medicare	9:58	10:05	10:11	8:26	12:12	13:17	11:04	11:13	11:54
Childers	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
City East	5:46	10:47	11:20	6:14	10:36	11:45	7:03	5:04	6:38
Cleveland	12:41	15:06	16:17	17:12	21:23	20:02	18:53	17:07	21:18
Clifford Gardens	5:45	5:31	6:08	6:20	8:09	6:57	6:23	7:25	4:45
Coffs Harbour	15:11	13:04	17:06	20:04	24:12	26:09	22:59	15:48	16:02
Colac	10:12	8:44	10:21	9:44	15:05	15:44	15:18	15:39	16:59
Collie	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cooper Pedy	n/a	1:37	5:07	n/a	n/a	2:19	n/a	n/a	n/a
Cooma	11:41	12:36	9:18	13:45	14:01	12:54	9:54	10:03	10:07
Corio	15:57	20:24	22:41	19:48	23:17	26:26	26:34	25:19	18:52
Corrimal	13:06	20:08	15:07	17:30	24:14	22:37	18:39	17:47	15:08
Cowra	6:24	6:58	7:52	6:54	11:58	9:53	9:06	8:25	7:15
Cranbourne	15:37	13:47	17:43	18:26	23:17	23:11	19:29	18:41	15:40
Currie Street	6:25	5:39	5:50	5:52	6:08	6:29	6:03	6:42	6:46
Dalby	5:57	6:50	7:53	6:29	10:20	11:14	10:02	8:04	6:53
Dandenong	28:03	27:07	24:14	29:49	26:07	28:16	29:28	26:04	27:34
Dandenong Medicare	5:13	5:09	5:26	5:07	6:31	7:39	12:19	11:15	9:18
Dapto	17:26	21:41	26:06	21:27	27:27	30:23	22:01	20:28	18:29
Darebin	26:59	30:51	32:44	23:15	30:41	34:42	26:30	19:27	15:12

Note: n/a represents a wait time of less than 1 minute.

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Darlinghurst	26:45	23:46	32:48	30:11	23:44	27:11	36:57	22:20	17:16
Darwin	8:58	9:27	8:02	9:40	12:18	11:51	12:59	12:26	13:24
Deception Bay	17:15	19:38	17:07	17:14	25:02	20:30	15:15	13:51	10:39
Deniliquin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Derby	4:35	7:06	3:58	4:38	6:19	12:44	14:14	10:19	12:40
Devonport	15:05	16:14	17:20	17:53	20:43	17:02	14:08	15:45	18:20
Doncaster	14:53	11:00	11:02	10:06	9:54	11:10	10:35	11:54	12:33
Dubbo	16:29	15:42	18:47	15:56	21:52	24:32	19:11	13:38	16:10
Earlville	11:05	14:09	10:42	10:36	19:03	18:21	11:27	11:52	11:11
Eastwood	4:44	5:29	4:42	5:43	5:21	3:41	4:36	4:14	7:47
Echuca	14:34	12:55	15:12	16:47	16:09	13:07	12:59	12:49	9:47
Elizabeth	15:05	18:03	22:09	23:23	22:12	22:20	21:13	15:26	14:28
Elizabeth Medicare	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elsternwick	6:02	9:39	8:40	14:37	15:16	13:00	15:21	16:25	11:37
Emerald	4:22	4:54	6:16	7:00	7:50	9:03	7:00	6:08	5:20
Enfield	19:14	22:53	21:40	25:30	31:15	29:45	27:15	18:51	18:16
Engadine	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Epping	18:43	21:39	27:40	38:36	35:13	43:10	30:35	22:55	20:51
Erina	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Esperance	3:38	5:58	4:02	6:08	12:39	8:31	5:18	5:14	7:34
Ettalong	9:36	8:46	9:36	9:48	14:31	12:57	7:35	7:25	7:12
Fairfield	23:37	22:16	26:44	28:05	30:10	38:54	32:10	24:42	23:35
Fairfield Medicare	11:26	11:35	9:06	9:31	6:38	9:32	10:32	9:57	8:53
Fitzroy Crossing	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Footscray	21:56	18:16	35:06	32:18	37:48	29:35	24:30	19:37	18:14
Forest Hill	9:40	9:19	9:51	8:16	7:17	7:43	7:55	7:20	5:47
Fortitude Valley	13:41	11:09	12:33	14:33	15:12	15:48	18:07	14:00	12:57
Fountain Gate	29:17	30:51	34:14	44:40	47:09	40:30	37:35	36:40	24:13
Fountain Gate Medicare	11:01	12:33	10:58	8:05	12:11	10:08	9:37	9:02	8:50

Note: n/a represents a wait time of less than 1 minute.

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Frankston	14:28	17:09	20:56	19:09	19:56	23:16	22:06	16:57	15:38
Fremantle	38:54	39:00	32:37	33:22	39:40	38:36	22:37	17:56	19:31
Fremantle Medicare	7:45	6:32	6:48	7:42	11:41	11:20	9:08	8:27	7:01
Galleria	11:39	11:23	10:57	9:32	10:00	15:52	14:26	13:30	14:56
Gatton	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Gawler	24:04	20:11	26:08	24:20	27:44	28:57	27:41	20:02	16:07
Geelong	22:07	26:40	31:53	32:12	37:25	38:02	25:46	20:59	21:22
Geelong Medicare	13:28	13:37	14:52	13:32	16:02	15:43	15:18	15:53	14:10
Geraldton	26:56	28:48	30:40	32:28	34:44	34:15	24:04	23:16	21:58
Gin Gin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Gladstone	16:13	15:37	16:20	18:52	23:42	19:50	17:14	11:12	10:26
Gladstone Medicare	4:27	3:13	4:12	3:08	3:53	3:09	3:58	3:46	5:30
Glen Innes	4:57	6:25	7:24	6:44	10:29	12:40	8:00	7:36	4:56
Glen Waverley	27:24	32:10	36:11	39:13	41:11	44:19	35:34	22:34	24:46
Glen Waverley Medicare	6:36	7:47	8:54	7:45	9:09	10:00	10:21	8:33	7:21
Glennelg	22:01	21:13	16:16	17:06	21:56	23:39	22:45	17:03	16:12
Glenorchy	13:40	21:49	16:57	21:24	24:29	24:21	20:34	18:26	18:50
Glenorchy Medicare	3:52	3:52	3:30	4:56	5:19	6:06	7:45	7:16	7:30
Goodna	32:19	32:00	29:37	32:00	41:51	38:21	31:50	28:00	33:45
Goondiwindi	8:22	5:44	8:07	10:08	9:07	8:48	6:48	6:58	8:07
Gosford	15:57	19:16	20:24	18:16	19:23	23:23	20:45	19:37	13:42
Gosnells	18:15	27:56	26:29	36:55	47:47	45:47	27:15	15:38	19:20
Goulburn	8:36	6:45	9:49	9:57	13:23	14:53	11:58	12:10	9:48
Grafton	12:01	11:29	16:57	20:52	23:28	25:41	18:03	14:06	8:51
Greensborough	25:43	22:54	28:44	25:45	30:09	27:37	24:26	18:26	16:02
Greensborough Medicare	5:33	4:07	5:25	4:14	3:55	4:08	5:30	4:35	4:01
Griffith	11:54	14:34	14:24	16:13	21:33	20:24	17:23	17:06	14:10
Groote Eylandt	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Gungahlin	5:31	6:44	9:45	12:03	16:34	17:42	13:54	11:18	9:15

Note: n/a represents a wait time of less than 1 minute.

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Gunnedah	6:25	6:30	7:16	7:11	7:01	8:28	8:19	7:17	6:05
Gympie	12:21	15:46	15:00	17:14	19:48	14:51	16:35	17:49	19:12
Halls Creek	5:01	4:18	4:19	4:47	4:31	6:21	5:26	3:42	4:54
Hamilton	12:04	9:28	12:51	14:01	17:14	17:03	12:41	18:21	16:25
Hastings	14:15	12:05	14:04	16:57	18:16	21:19	16:06	14:59	12:46
Hawkesbury	12:43	14:19	14:47	18:00	28:54	31:28	28:41	20:16	20:36
Heidelberg	16:16	14:59	19:50	18:41	24:09	26:42	22:44	18:37	18:44
Hermannsburg	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hervey Bay	9:20	16:08	15:03	14:54	16:31	14:14	18:19	15:11	15:25
Highpoint	8:43	6:12	2:02	5:48	10:50	8:32	8:00	6:36	6:07
Hobart	17:04	12:33	14:55	18:21	26:56	24:01	24:39	19:30	21:01
Hobart Medicare	4:52	5:58	9:19	6:56	7:01	12:04	10:09	6:52	7:44
Hornsby	25:35	32:45	23:48	22:56	28:30	30:14	26:11	28:52	30:38
Hornsby Medicare	6:14	6:45	5:51	6:43	6:30	6:50	5:46	6:44	6:23
Horsham	13:56	17:24	21:59	19:48	22:03	23:57	19:32	16:30	16:55
Huonville	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hurstville	43:30	33:07	29:55	34:16	37:28	28:03	28:43	28:59	29:35
Hurstville Medicare	15:03	15:48	8:40	14:32	13:03	14:03	11:40	5:07	6:34
Inala	25:49	35:47	34:56	37:31	40:29	43:53	41:56	28:21	29:16
Ingham	4:49	3:26	4:26	5:54	8:32	6:48	5:11	4:06	4:21
Ingleburn	19:54	17:46	25:41	26:36	35:25	37:13	32:46	29:44	30:36
Innaloo	44:46	33:22	39:18	35:46	55:29	33:15	28:28	23:18	21:54
Innisfail	6:17	7:02	6:41	6:44	10:23	9:37	5:35	6:08	8:04
Inverell	12:38	12:50	14:32	12:53	16:07	18:38	14:07	14:54	12:05
Ipswich	30:49	37:21	35:24	31:26	34:29	39:09	33:25	27:11	30:33
Ipswich Medicare	7:47	5:54	6:54	4:41	5:01	6:52	6:26	5:19	5:30
Joondalup	20:17	20:58	21:36	23:44	39:21	32:12	26:34	25:38	24:34
Kadina	6:49	8:41	7:14	6:33	9:37	7:28	8:09	6:14	8:30
Kalgoorlie	28:12	36:39	31:59	29:27	41:39	32:59	29:25	23:09	18:49

Note: n/a represents a wait time of less than 1 minute.

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Karratha	8:53	16:02	13:08	11:34	15:59	16:56	10:58	8:46	6:26
Karrinyup	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Katherine	4:33	4:07	6:22	5:02	6:33	8:15	7:25	7:12	7:31
Katoomba	9:10	9:53	10:28	14:45	13:40	11:21	10:13	8:11	8:50
Kawana Waters	9:38	13:43	19:19	15:20	20:28	19:57	12:37	12:34	10:07
Kempsey	15:07	14:27	17:44	21:24	20:11	17:55	18:21	17:08	15:16
Kilkenny	20:27	21:46	22:32	23:01	25:55	21:19	19:38	15:03	10:34
Kimberley	n/a	n/a	n/a	2:29	n/a	n/a	11:42	n/a	n/a
King Street	8:34	9:48	8:31	5:43	12:06	10:25	11:12	10:30	14:21
Kingaroy	14:53	18:44	21:52	20:42	24:59	24:10	21:11	15:20	15:28
Kingston	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Knox City	7:04	7:22	8:49	8:25	9:28	10:44	9:21	12:16	9:01
Kotara	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Kununurra	6:41	3:55	3:36	2:37	3:21	2:42	2:24	3:11	3:19
Kurri Kurri	3:39	5:13	5:42	6:10	5:15	5:25	3:47	2:42	2:09
Lake Haven	17:20	22:32	24:11	18:59	15:39	17:57	11:28	12:27	15:32
Lake Haven Medicare	2:15	2:15	2:16	2:18	3:30	2:39	2:15	1:50	2:04
Launceston	7:55	10:50	12:14	12:05	16:53	19:02	14:42	12:50	12:33
Laverton	n/a	1:32	2:30	3:41	6:17	2:23	n/a	n/a	1:33
Leeton	5:12	5:16	4:50	6:56	6:06	5:54	5:01	7:27	6:50
Leichhardt	19:31	19:09	18:37	19:38	22:33	26:39	23:46	22:52	24:17
Lightning Ridge	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2:06	3:05
Lilydale	14:43	14:05	16:29	16:49	19:39	24:30	18:36	15:31	12:57
Lismore	10:31	12:34	11:39	11:29	16:36	17:27	19:16	16:54	15:51
Lithgow	10:51	13:43	14:51	16:38	19:46	16:38	12:23	12:22	12:31
Liverpool	28:17	32:51	34:12	41:42	49:04	45:47	44:32	35:12	31:00
Liverpool Medicare	17:34	6:51	7:40	11:26	11:37	15:09	16:40	20:03	20:20
Logan Central	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Longreach	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Note: n/a represents a wait time of less than 1 minute.

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Mackay	11:51	14:00	20:39	25:38	27:12	30:03	23:34	23:31	25:36
Mackay Medicare	8:32	8:21	5:57	5:36	5:37	5:41	5:05	7:41	7:57
Maitland	20:10	16:10	18:50	22:43	19:13	16:36	14:38	12:50	13:06
Maitland Medicare	1:46	1:54	2:06	2:02	2:35	1:59	2:07	2:19	2:09
Mandurah	33:09	37:16	40:06	36:33	47:56	42:24	26:38	25:59	24:24
Mandurah Medicare	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Maningrida	3:05	3:21	2:53	3:46	4:28	4:47	3:49	3:47	3:17
Mareeba	11:28	13:37	12:18	9:55	19:13	12:46	12:18	11:09	6:47
Margate	3:24	4:40	12:08	21:34	25:30	21:17	15:18	12:45	13:08
Marion	19:27	22:26	22:13	26:21	29:28	27:01	26:33	19:38	18:21
Maroochydore	10:48	13:07	16:30	13:17	21:48	24:04	19:59	15:11	13:04
Maroochydore Medicare	3:03	3:23	3:41	2:26	4:50	4:58	5:39	4:27	5:13
Maroubra	50:31	45:20	52:59	37:41	36:48	37:06	30:33	27:07	22:47
Marrickville	20:06	15:19	15:33	18:41	32:35	32:43	20:48	26:00	24:14
Maryborough QLD	8:36	8:39	11:03	12:33	16:52	15:07	12:37	12:01	13:32
Maryborough VIC	6:11	7:36	14:49	11:01	14:32	11:51	9:12	8:47	7:57
Mayfield	18:12	17:54	18:58	21:22	16:54	21:04	16:40	11:25	11:41
Meekatharra	1:55	2:21	n/a	n/a	n/a	4:10	8:20	2:40	n/a
Melton	11:49	12:34	14:27	15:02	16:26	16:25	18:30	14:06	11:51
Merimbula	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Merrylands	16:55	18:48	22:42	26:44	30:33	29:17	21:33	21:35	17:57
Midland	30:22	26:43	35:09	34:34	39:28	39:23	25:41	27:25	20:43
Midland Medicare	6:31	8:15	8:17	7:33	11:04	11:32	9:38	8:08	11:50
Mildura	11:48	9:32	14:12	13:10	18:10	18:19	14:38	12:25	10:02
Miranda	2:31	3:29	5:40	4:49	3:24	3:42	4:30	5:21	3:29
Mirrrooka	29:02	35:02	37:51	34:15	39:42	21:43	20:42	18:57	21:03
Mitchelton	17:03	22:57	20:10	15:20	24:03	22:36	24:45	19:50	19:50
Modbury	18:41	22:12	29:33	29:52	26:41	24:21	27:07	20:28	19:24
Moonee Ponds	8:14	6:13	6:20	6:38	6:47	7:33	6:37	6:17	6:59

Note: n/a represents a wait time of less than 1 minute.

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Newmarket	30:08	30:33	42:28	38:54	36:57	41:41	39:47	28:47	20:36
Newport	27:14	24:30	31:43	31:23	37:05	40:15	27:03	21:58	20:26
Nhulunbuy	4:32	2:11	1:49	2:31	6:51	5:49	4:43	2:24	4:57
Noarlunga	32:57	27:42	32:21	31:39	33:01	29:32	31:26	27:54	27:01
Noosa	21:44	21:21	25:09	24:15	27:06	30:20	29:21	21:22	23:55
Normanton	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
North Rockhampton	2:20	2:17	1:50	2:35	2:14	2:17	2:46	4:53	3:13
North Ryde	6:31	7:51	7:51	6:13	6:10	6:36	6:16	7:03	6:38
North Sydney	7:12	8:02	8:33	9:44	9:17	8:15	11:22	10:09	6:59
Northam	26:37	32:09	25:45	32:20	37:33	24:08	19:04	11:14	9:01
Northcote	3:47	3:35	4:03	5:33	6:56	3:57	6:19	8:46	7:27
Northern Beaches	17:40	16:13	16:39	18:11	23:58	21:53	20:31	18:59	14:34
Northern Peninsula	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Northland	5:30	5:05	6:55	6:40	5:40	5:42	6:59	6:39	6:31
Norwood	9:51	10:57	12:12	11:47	11:40	12:26	11:37	10:33	9:40
Nowra	9:36	10:41	13:36	13:27	15:02	16:10	12:20	9:57	9:46
Nundah	14:16	11:52	13:29	14:28	20:42	20:49	18:30	16:22	12:57
Oakleigh	28:48	26:05	31:41	34:06	38:06	30:53	28:46	18:50	21:43
Orange	10:38	12:00	13:32	18:51	17:34	15:02	12:25	13:33	11:52
Orange Medicare	3:44	4:40	4:20	4:22	4:39	5:01	3:57	3:40	3:57
Pacific Fair	7:24	5:46	8:04	9:05	8:37	8:05	7:23	8:13	7:11
Pagewood	6:44	9:52	11:56	11:09	11:24	10:35	10:30	9:08	1:32
Pakenham	23:47	26:58	29:01	26:03	29:59	31:12	29:46	24:13	16:56
Palm Beach	25:32	23:12	24:53	28:28	32:10	27:27	27:37	19:32	16:54
Palm Island	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Palmerston	8:19	6:44	9:04	9:29	10:32	13:23	8:04	11:03	9:04
Papunya	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Parkes	5:24	5:33	7:28	9:43	10:58	9:31	9:23	6:54	6:22
Parramatta	24:30	26:09	26:49	26:54	29:40	36:17	36:53	38:28	39:17

Note: n/a represents a wait time of less than 1 minute.

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Parramatta Medicare	12:10	11:59	10:26	12:42	13:48	15:48	16:00	18:06	20:04
Penrith	10:52	19:22	20:12	23:29	32:17	29:16	27:10	22:59	26:21
Penrith Medicare	5:13	3:38	5:17	4:51	4:14	6:08	4:26	5:51	5:51
Port Adelaide	30:52	30:28	34:37	35:20	40:16	35:35	32:20	23:19	20:17
Port Augusta	7:12	6:41	8:01	6:50	9:28	8:28	9:18	8:33	7:29
Port Lincoln	7:05	8:20	11:16	10:55	17:54	17:10	14:57	13:56	10:30
Port Macquarie	16:11	16:03	17:44	20:11	26:13	25:55	25:22	15:43	16:31
Port Pirie	13:56	15:08	13:17	18:27	19:40	19:40	17:28	10:57	11:56
Portland	12:31	12:12	21:13	21:34	19:56	21:59	10:32	10:16	8:46
Prahran Medicare	11:36	15:17	12:56	13:14	13:42	11:20	n/a	5:40	12:31
Queanbeyan	10:50	11:41	9:41	8:16	10:57	10:42	7:08	10:35	12:50
Raymond Terrace	10:00	10:13	10:50	11:19	9:39	9:36	8:28	7:23	6:47
Redfern	19:59	23:53	18:25	12:27	16:52	18:28	20:20	18:16	11:22
Richmond	5:15	5:24	5:39	5:40	5:16	4:56	5:25	5:19	3:55
Ringwood	21:20	25:22	31:51	32:55	38:45	37:10	30:04	23:37	28:49
Ringwood Medicare	8:53	8:06	9:36	10:24	9:20	10:37	10:47	9:32	7:32
Robina	11:39	15:32	16:18	12:50	15:10	20:48	19:23	15:34	14:54
Rockdale	33:42	23:33	29:00	26:29	32:18	28:42	28:59	26:06	24:00
Rockhampton	21:43	23:09	24:57	23:00	29:37	31:04	26:00	26:03	23:57
Rockhampton Medicare	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Rockingham	27:08	28:24	34:01	35:51	46:58	42:11	26:46	24:49	21:22
Rockingham Medicare	15:49	12:35	12:06	11:57	16:25	17:04	17:18	10:36	10:19
Roma	5:29	4:55	7:45	4:50	7:32	4:52	7:07	6:46	9:16
Rosebud	13:16	11:07	11:28	13:47	16:12	13:48	14:32	14:04	17:00
Roselands	8:22	6:08	11:47	9:26	10:39	9:24	10:58	10:30	9:37
Rosny Park	9:54	7:59	11:59	13:01	15:48	13:12	13:55	12:47	12:39
Rowville	22:45	19:03	26:12	25:39	39:25	21:56	22:08	22:32	22:52
Ryde	23:12	26:55	23:03	17:20	21:02	21:45	21:01	18:08	24:37
Sale	15:00	13:43	17:53	18:44	20:22	23:50	23:37	17:44	15:02

Note: n/a represents a wait time of less than 1 minute.

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Tamworth	9:22	9:31	10:58	10:45	14:26	13:14	9:02	10:54	9:39
Tangentyere	6:13	5:16	5:49	1:52	n/a	n/a	n/a	n/a	n/a
Taree	12:52	19:59	21:14	23:56	26:30	28:04	24:46	18:46	15:08
Tennant Creek	8:06	7:08	4:53	6:24	8:14	9:25	8:13	8:37	11:28
The Entrance	14:53	16:29	14:15	17:00	15:41	17:25	9:37	9:50	8:14
The Terrace	18:56	20:32	19:14	15:59	20:37	19:13	18:36	9:24	n/a
Thursday Island	n/a	1:14	n/a	n/a	n/a	n/a	1:22	1:27	n/a
Tiwi Islands	11:46	9:42	9:13	7:45	8:39	9:26	10:41	2:47	5:15
Toombul	7:01	7:12	6:09	5:13	7:19	9:58	8:10	7:32	11:04
Toowoong	7:04	7:59	8:26	11:53	16:58	18:38	16:34	10:57	11:05
Toowoomba	21:37	23:31	24:24	19:09	29:56	27:03	23:20	21:40	18:09
Toowoomba Medicare	8:15	8:48	8:11	9:03	7:35	7:52	8:00	7:40	8:27
Top End East	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Top End West	n/a	n/a	4:07	n/a	n/a	5:50	n/a	n/a	n/a
Toronto	9:35	9:38	8:50	10:48	11:30	13:22	11:53	13:16	10:16
Torrens ville	12:13	15:34	16:04	22:25	21:40	16:34	12:46	10:30	12:26
Town Hall Medicare	19:43	17:27	17:32	19:48	20:02	19:14	16:58	15:51	14:50
Townsville	16:57	24:04	24:02	21:30	27:07	31:35	29:04	21:49	16:42
Townsville Medicare	11:48	12:02	16:50	10:50	15:49	18:02	14:37	14:46	17:39
Traralgon	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tuggerah	2:39	3:11	2:53	1:51	3:57	3:09	2:15	2:09	2:30
Tuggeranong	9:49	9:44	11:23	12:16	18:21	17:58	14:30	13:22	15:08
Tuggeranong Medicare	3:32	3:57	4:45	4:16	4:52	3:35	5:11	5:06	4:32
Tumut	6:59	5:19	5:23	8:40	13:53	12:16	6:50	5:36	7:24
Tuncurry	9:37	11:51	15:30	18:08	20:31	18:54	17:41	17:58	15:54
Tweed Heads	25:24	20:36	24:28	23:45	23:31	26:12	26:21	25:23	20:53
Tweed Heads Medicare	5:22	7:21	6:40	8:31	8:07	8:27	7:48	6:52	6:52
Ulladulla	9:52	11:01	13:12	13:12	13:30	14:46	13:14	13:35	10:42
Victor Harbor	22:34	22:36	26:19	23:26	23:31	26:09	26:42	23:35	23:41

Note: n/a represents a wait time of less than 1 minute.

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Victoria Park	42:46	43:44	54:27	50:28	59:06	46:29	31:56	30:37	23:16
Wadeye	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wagga Wagga	38:09	33:23	26:56	25:19	34:10	31:00	34:02	17:08	19:24
Wagga Wagga Medicare	3:34	4:52	5:21	3:55	3:44	4:40	5:54	3:41	3:45
Walgett	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2:49	2:59
Wallsend	10:56	13:12	14:00	13:58	14:19	12:59	12:57	11:49	11:40
Wangaratta	18:14	18:54	21:18	22:02	27:20	18:44	12:52	11:52	9:50
Warragul	23:30	22:36	22:05	19:33	21:24	17:41	22:28	24:08	23:54
Warrawong	8:37	8:33	8:00	6:27	8:02	11:26	9:33	8:52	8:08
Warriewood	6:44	5:41	7:02	7:47	8:54	6:01	5:51	7:30	5:47
Warrnambool	11:17	15:07	19:28	18:07	17:31	15:36	14:46	13:16	14:08
Warwick	7:22	9:37	11:55	12:27	12:34	13:56	12:47	13:36	14:08
Warwick Grove	34:14	31:16	33:35	28:57	45:20	43:52	31:51	26:11	23:36
Watergardens	28:31	29:24	30:01	36:20	39:33	40:11	33:46	20:40	23:13
Waurin Ponds	4:25	3:36	4:47	4:24	4:48	4:51	4:28	4:37	4:55
Waverley Gardens	2:32	3:10	2:29	2:16	2:16	2:44	2:39	2:04	2:25
Werribee	27:16	29:43	28:21	29:55	30:25	30:33	31:03	30:08	26:38
West Lakes	6:05	6:52	6:26	6:24	6:54	7:29	5:48	7:28	5:45
Western Cape	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Whitfords	10:09	10:24	n/a	11:59	13:19	13:31	12:50	12:22	11:29
Whyalla	15:09	13:56	13:19	13:18	16:57	16:40	16:36	15:06	14:27
Windsor	42:09	29:51	37:28	29:53	33:36	26:08	22:43	17:49	13:03
Woden	14:48	17:28	18:57	19:09	18:32	19:44	19:17	17:35	16:58
Woden Medicare	7:30	6:27	n/a	6:59	8:19	6:56	5:57	6:36	5:37
Wodonga	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wollongong	11:55	13:58	15:40	14:26	17:57	19:07	19:44	16:11	16:56
Wonthaggi	11:43	13:33	15:44	16:06	22:22	25:42	22:34	16:48	12:49
Woodridge	37:37	45:13	39:36	38:52	39:48	48:54	38:39	39:25	37:18
Woy Woy	18:32	19:58	17:59	15:28	17:08	18:22	15:46	10:49	12:28

Note: n/a represents a wait time of less than 1 minute.

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Wynnum	11:43	12:41	13:20	15:00	20:19	17:29	17:42	14:31	18:48
Wynyard	16:09	12:41	11:24	15:02	12:47	12:23	14:07	15:05	13:15
Wyong	17:51	22:04	15:03	14:28	19:33	20:30	17:08	10:35	9:28
Yamba	11:50	11:42	11:21	14:29	16:40	15:10	7:49	8:52	5:39
Yarra	33:08	27:19	23:48	32:36	34:44	46:49	42:58	24:19	17:42
Yarrabah	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Yass	1:20	1:28	1:09	n/a	1:35	1:29	2:02	1:29	2:03
Yeppoon	16:01	15:43	14:59	17:32	22:15	26:09	18:22	12:58	12:51
Young	7:20	9:05	12:56	14:30	20:54	19:19	13:36	12:17	10:23
Yuendumu	1:59	2:28	1:40	2:53	2:02	2:18	1:06	1:24	1:08

Note: n/a represents a wait time of less than 1 minute.