

## Senate Community Affairs Legislation Committee

### BUDGET ESTIMATES – 3 JUNE 2015 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** Telephony Services – wait times

**Question reference number:** HS 8

**Senator:** Cameron

**Type of question:** Hansard pages 18–19

**Date set by the committee for the return of answer:** 24 July 2015

**Number of pages:** 1

#### **Question:**

Senator CAMERON: ..... What is your longest wait time and in what area? It is welfare, isn't it?

Mr Tidswell: What was the—

Senator CAMERON: What is the longest wait time?

Mr Tidswell: In the IVR?

Senator CAMERON: Yes, for any of your services? Ms Campbell: For answering a call?

Senator CAMERON: Yes, the KPI ones.

Ms Campbell: On average, the longest?

Senator CAMERON: Yes. Is it welfare?

Mr Tidswell: We obviously have a number of different lines. There will be wait times above the 16 minutes wait times.

Senator CAMERON: Why don't you take that on notice? I am happy with what the minister has put to me.

#### **Answer:**

In 2014-15, of the department's three main programmes, Social Security and Welfare had the longest average speed of answer of 15 minutes and 40 seconds.