

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 53

Senator: Cameron

Type of question: Written

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

Number of pages: 5

Question:

Please update the tables provided in HS 55 from Additional Estimates for the monthly periods from July 2014 to date.

Answer:

The following tables show 2014–15 Social Security and Welfare answered calls by month by time interval as of 31 May 2015.

Notes:

- Place in Queue (PiQ) callbacks have been reported separately. After having been called by the outbound dialler and the customer having authenticated their identity, the speed of answer for callbacks is then measured from that point in time to the time taken to be connected to the first available service officer. As this only takes a matter of seconds, it is not counted towards speed-of answer calculations.
- 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	PiQ Calls
Disabilities, Sickness and Carers	37,576	34,953	34,514	45,007	26,076
Employment Services	37,495	63,798	57,476	91,223	19,348
Families and Parenting	165,348	117,106	98,477	153,386	182,422
Indigenous	9,891	4,528	5,241	8,261	9,184
Older Australians	41,912	28,950	26,034	22,925	20,507
Youth and Students	19,319	22,990	21,432	52,744	6,266
IM - BasicsCard After Hours	52,223	5,292	1,197	174	0
IM - BasicsCard Enquiries	96,294	10,380	718	2	0
DHS Tip Off Line - Centrelink	3,916	73	0	0	0
Participation Solutions	14,406	20,449	23,382	69,156	29,421

August 2014	Number of Calls Answered by Interval				
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	PiQ Calls
Disabilities, Sickness and Carers	21,546	36,788	34,908	29,039	18,188
Employment Services	28,287	59,613	53,235	63,146	15,224
Families and Parenting	133,950	153,827	77,515	49,395	104,095
Indigenous	12,262	9,300	7,042	652	405
Older Australians	28,626	32,341	26,480	17,583	17,309
Youth and Students	13,218	20,302	22,742	38,528	5,093
IM - BasicsCard After Hours	50,276	5,170	1,677	11	0
IM - BasicsCard Enquiries	66,505	29,588	2,865	41	0
DHS Tip Off Line - Centrelink	3,460	84	7	0	0
Participation Solutions	32,896	27,115	23,847	10,509	26,774

September 2014	Number of Calls Answered by Interval				
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	PiQ Calls
Disabilities, Sickness and Carers	16,042	19,819	33,605	48,118	20,816
Employment Services	35,574	36,450	71,569	77,823	12,821
Families and Parenting	96,215	128,214	92,460	46,382	93,002
Indigenous	8,735	6,076	10,432	5,351	877
Older Australians	32,833	16,087	25,000	33,758	13,647
Youth and Students	15,627	13,090	28,093	37,643	4,594
IM - BasicsCard After Hours	50,632	6,272	1,891	219	0
IM - BasicsCard Enquiries	39,623	33,400	19,839	1,698	0
DHS Tip Off Line - Centrelink	3,351	75	1	0	0
Participation Solutions	43,131	26,332	22,524	13,489	21,351

October 2014	Number of Calls Answered by Interval				
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	PiQ Calls
Disabilities, Sickness and Carers	26,465	31,331	45,290	30,146	17,824
Employment Services	53,379	48,534	80,892	51,711	9,680
Families and Parenting	94,410	93,411	122,728	38,582	94,073
Indigenous	8,653	7,698	11,478	2,826	860
Older Australians	38,369	18,883	32,516	27,270	11,155
Youth and Students	27,502	19,279	32,500	26,787	3,380
IM - BasicsCard After Hours	51,397	5,427	1,228	63	0
IM - BasicsCard Enquiries	42,176	35,509	17,593	1,997	0
DHS Tip Off Line - Centrelink	3,395	166	0	0	0
Participation Solutions	30,080	12,189	6,765	1,904	8,842

November 2014	Number of Calls Answered by Interval				
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	PiQ Calls
Disabilities, Sickness and Carers	28,199	25,200	47,252	27,020	11,268
Employment Services	40,286	45,196	73,335	52,409	5,841
Families and Parenting	86,291	69,778	124,091	60,479	64,970
Indigenous	5,412	4,880	9,473	6,061	1,519
Older Australians	31,876	16,141	30,086	22,506	8,651
Youth and Students	19,560	22,773	34,500	34,542	2,673
IM - BasicsCard After Hours	60,344	4,282	363	16	0
IM - BasicsCard Enquiries	41,229	30,196	15,410	100	0
DHS Tip Off Line - Centrelink	3,301	76	3	0	0
Participation Solutions	21,312	14,081	6,569	1,124	4,764

December 2014	Number of Calls Answered by Interval				
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	PiQ Calls
Disabilities, Sickness and Carers	31,997	38,905	37,460	34,364	10,548
Employment Services	48,153	61,985	56,202	67,232	4,848
Families and Parenting	115,319	99,292	88,736	67,658	58,935
Indigenous	9,561	6,166	8,141	7,280	1,377
Older Australians	31,265	20,709	21,524	29,703	9,205
Youth and Students	23,412	29,055	27,201	42,248	2,739
IM - BasicsCard After Hours	80,123	4,775	2,160	80	0
IM - BasicsCard Enquiries	65,638	24,747	14,120	937	0
DHS Tip Off Line - Centrelink	2,809	89	2	0	0
Participation Solutions	25,637	10,984	5,677	463	1,201

January 2015	Number of Calls Answered by Interval				
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	PiQ Calls
Disabilities, Sickness and Carers	20,815	36,869	34,836	37,658	12,621
Employment Services	41,321	56,460	62,114	77,595	6,349
Families and Parenting	83,852	118,307	109,495	111,329	100,559
Indigenous	16,477	6,531	7,001	9,352	1,956
Older Australians	26,238	20,867	18,350	30,730	10,712
Youth and Students	19,921	24,272	27,356	53,652	3,495
IM - BasicsCard After Hours	81,619	3,213	479	75	0
IM - BasicsCard Enquiries	72,733	26,089	12,903	5,167	0
DHS Tip Off Line - Centrelink	3,131	334	24	10	0
Participation Solutions	17,876	9,411	3,127	90	1,086

February 2015	Number of Calls Answered by Interval				
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	PiQ Calls
Disabilities, Sickness and Carers	19,439	37,604	34,622	29,963	13,244
Employment Services	39,080	60,690	67,961	69,432	6,813
Families and Parenting	64,962	109,654	103,047	83,558	92,435
Indigenous	31,604	10,964	3,363	892	1,455
Older Australians	27,428	25,579	24,422	21,526	12,695
Youth and Students	18,996	28,770	37,745	56,576	3,782
IM - BasicsCard After Hours	60,217	2,214	266	27	0
IM - BasicsCard Enquiries	63,524	27,388	11,668	1,542	0
DHS Tip Off Line - Centrelink	3,580	195	15	2	0
Participation Solutions	24,403	10,968	1,753	25	1,359

March 2015	Number of Calls Answered by Interval				
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	PiQ Calls
Disabilities, Sickness and Carers	21,457	32,746	33,830	48,271	16,048
Employment Services	41,417	58,963	59,315	98,282	8,424
Families and Parenting	62,316	81,721	80,707	115,664	88,564
Indigenous	26,252	16,417	5,326	1,328	1,781
Older Australians	27,658	22,817	22,139	28,518	13,392
Youth and Students	23,382	36,790	35,749	65,591	2,727
IM - BasicsCard After Hours	69,703	6,765	1,253	252	0
IM - BasicsCard Enquiries	38,974	28,036	24,902	7,533	0
DHS Tip Off Line - Centrelink	4,233	22	0	0	0
Participation Solutions	21,796	14,276	4,759	58	1,605

April 2015	Number of Calls Answered by Interval				
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	PiQ Calls
Disabilities, Sickness and Carers	20,736	30,011	38,223	29,113	12,507
Employment Services	52,282	60,526	70,278	51,458	7,488
Families and Parenting	74,886	83,887	95,286	67,666	75,807
Indigenous	31,869	12,744	1,268	110	1,160
Older Australians	28,368	20,828	26,194	18,592	11,525
Youth and Students	27,634	31,816	38,770	28,148	1,885
IM - BasicsCard After Hours	69,928	2,950	797	60	0
IM - BasicsCard Enquiries	60,141	25,886	16,567	112	0
DHS Tip Off Line - Centrelink	2,832	187	67	44	0
Participation Solutions	16,040	11,640	5,075	41	1,156

May 2015	Number of Calls Answered by Interval				
	Under 10 Mins	10 – 20 Mins	20 – 30 Mins	Over 30 Mins	PiQ Calls
Disabilities, Sickness and Carers	26,640	21,131	39,269	31,098	11,177
Employment Services	56,066	42,897	70,542	56,265	7,067
Families and Parenting	80,870	56,010	85,802	88,181	62,252
Indigenous	32,695	12,114	5,398	601	1,404
Older Australians	34,428	16,992	24,121	18,859	9,723
Youth and Students	31,022	25,053	34,203	27,698	1,423
IM - BasicsCard After Hours	60,457	3,763	2,213	200	0
IM - BasicsCard Enquiries	63,897	23,975	11,990	1,796	0
DHS Tip Off Line - Centrelink	3,670	4	0	0	0
Participation Solutions	15,016	12,781	6,640	76	1,067