

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 3 JUNE 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Waiting Times

Question reference number: HS 54

Senator: Cameron

Type of question: Written

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

Number of pages: 11

Question:

- a) In relation to HS 56 from Additional Estimates, please update the:
- i) monthly data tables in answer (a), (b) and (c) for March 2015 to date;
 - ii) 2014-15 data in (d) and (e) to date; and
 - iii) table at (f) Attachment A for the status as at 31 March 2015.
- b) What measures is the department taking to reduce face to face wait times at DHS shopfronts?

Answer:

- a) i) (a) The following table provides the monthly average wait times for service centres for the period March to May 2015.

Period	Average Wait Time (minutes:seconds)		
	Mar	Apr	May
2013-14	15:44	13:40	13:02
2014-15	10:38	9:20	9:09

- (b) The following table provides the monthly average wait times by service centre for the period March 2015 to May 2015.

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

Where a site co-located during the period, the figures in the table show the combined figures for the previously existing stand-alone service centre contacts and the one stop shop. Co-location dates are shown for sites where this methodology is applied.

Site	Mar 2015	Apr 2015	May 2015
Airport West OSS	13:23	14:41	12:24
Aitkenvale OSS	6:22	5:15	5:35
Albany OSS	11:04	10:15	9:02
Albury OSS	12:37	10:10	13:04
Alice Springs OSS	10:39	7:21	8:59
Altona Gate	7:32	4:36	4:35
Ararat OSS	7:52	5:33	5:32
Armada OSS	10:31	10:23	11:41
Armidale OSS	8:31	6:36	6:53
Ashmore	6:23	2:56	5:16
Atherton OSS	2:47	2:25	4:39
Auburn	10:19	6:07	6:07
Ayr OSS	1:29	1:13	1:16
Bairnsdale OSS	10:27	10:13	10:03
Ballarat OSS	19:44	13:56	14:24
Ballina OSS	8:02	5:47	5:58
Bankstown	17:00	15:28	17:13
Bankstown Medicare	10:16	11:58	12:22
Batemans Bay OSS	8:26	8:12	10:09
Bathurst OSS	16:48	15:30	15:23
Baulkham Hills	13:32	11:45	13:16
Beaudesert	11:56	10:54	11:25
Beenleigh OSS	14:06	12:12	13:32
Bega OSS	11:06	8:44	8:19
Belconnen OSS	11:09	9:10	7:43
Belgrave	4:33	3:57	9:48
Belmont NSW	n/a	1:28	1:07
Belmont WA	n/a	n/a	n/a
Benalla Visiting Service	5:31	4:45	5:40
Bendigo OSS	15:41	13:31	16:01
Bentleigh	4:21	3:22	3:59
Berri OSS	6:28	4:22	5:36
Biggera Waters	11:58	13:28	11:37
Biloela	n/a	n/a	n/a
Blacktown OSS	13:50	9:30	8:44
Bondi Junction OSS	11:17	11:03	12:47
Booragoon	9:22	6:24	2:46
Boronia	17:04	10:23	6:57
Borrooloola	1:12	1:25	n/a
Bourke	1:30	1:36	1:38
Bowen OSS	2:03	1:33	1:39
Bowral OSS	13:01	14:02	15:10
Box Hill OSS	10:51	9:43	9:59
Braddon OSS	14:26	13:18	8:55

Site	Mar 2015	Apr 2015	May 2015
Bridgewater	8:31	10:06	9:55
Broadmeadows OSS	17:03	15:58	12:51
Broken Hill OSS	8:37	7:07	7:56
Broome OSS	5:39	4:22	4:14
Browns Plains	14:54	13:46	10:24
Brunswick Heads	5:45	4:44	3:50
Bunbury OSS	14:15	11:48	11:07
Bundaberg OSS	15:05	15:25	16:55
Burnie OSS	6:03	6:19	6:49
Burwood	16:41	14:10	11:51
Burwood Medicare	8:48	10:38	9:37
Busselton	8:02	8:00	7:18
Byron Bay	2:15	1:41	1:28
Caboolture OSS	9:41	8:56	8:50
Cabramatta	18:23	17:51	11:04
Cairns Aplin St	8:28	7:56	7:04
Cairns Grafton St OSS	6:04	6:36	4:04
Cairns Remote Services	n/a	n/a	n/a
Caloundra OSS	6:16	5:32	4:54
Camberwell OSS	10:39	10:13	10:43
Camden OSS	12:50	15:13	17:30
Campbelltown OSS	14:58	12:20	12:28
Campsie	17:47	17:41	17:54
Cannington OSS	16:18	16:01	14:53
Cannonvale	2:02	1:53	2:02
Capalaba OSS	9:19	13:35	12:03
Carindale	9:23	6:03	6:51
Caringbah OSS	8:37	9:27	11:41
Carnarvon	6:15	7:25	5:00
Casino OSS	7:16	5:47	5:27
Castle Hill	13:46	8:58	5:16
Casuarina OSS	11:41	11:52	10:18
Ceduna	n/a	n/a	n/a
Central Remote Servicing Teams	n/a	n/a	n/a
Cessnock OSS	7:23	8:08	7:11
Chadstone	3:23	3:42	4:49
Charlestown	9:29	7:17	6:58
Charlestown Medicare	4:10	4:11	3:03
Charleville	5:57	6:08	4:52
Charters Towers	n/a	n/a	n/a
Chatswood	13:00	12:41	11:13
Chatswood Medicare	5:31	4:22	3:51
Cheltenham OSS	13:50	12:45	12:55
Cherbourg	n/a	n/a	n/a

Site	Mar 2015	Apr 2015	May 2015
Chermside OSS	10:42	9:35	10:10
Childers	n/a	n/a	n/a
City East	n/a	n/a	2:34
Cleveland OSS	14:55	13:16	12:36
Coffs Harbour OSS	9:31	8:47	12:09
Colac OSS	10:39	9:03	10:21
Cooper Pedy	n/a	n/a	n/a
Cooma OSS	5:46	6:05	6:47
Corio OSS	19:37	17:54	14:39
Corrimal	12:51	9:01	11:41
Cowra OSS	5:38	5:25	5:21
Cranbourne OSS	8:04	10:46	10:14
Currie Street	8:23	7:03	10:19
Dalby OSS	5:42	5:11	5:11
Dandenong OSS	14:13	10:55	11:06
Dapto	14:35	11:35	11:24
Darebin	15:08	12:26	13:11
Darlinghurst OSS	14:22	12:16	11:34
Darwin OSS	10:54	10:51	11:13
Deception Bay OSS	11:42	8:40	7:13
Deniliquin	4:57	3:42	4:02
Derby	6:09	6:52	3:38
Devonport OSS	7:39	8:36	9:42
Doncaster	9:29	8:47	8:43
Dubbo OSS	13:39	15:04	13:21
Earlville	4:10	3:06	2:48
Echuca OSS	7:43	5:59	7:53
Elizabeth OSS	10:01	7:37	7:14
Elsternwick	11:57	9:18	12:31
Emerald OSS	2:32	2:51	2:32
Enfield	3:10	3:48	3:13
Engadine	n/a	n/a	1:25
Epping	16:43	13:01	14:22
Erina	n/a	n/a	n/a
Esperance	4:48	8:40	5:00
Ettalong	9:53	5:15	6:43
Fairfield	24:32	20:48	18:49
Fairfield Medicare	11:47	8:14	8:13
Fitzroy Crossing	n/a	n/a	1:35
Footscray	10:32	7:29	5:46
Fortitude Valley	7:13	7:00	5:58
Fountain Gate	14:09	9:03	10:11
Fountain Gate Medicare	9:43	7:53	10:40
Frankston OSS	16:52	12:20	10:22

Site	Mar 2015	Apr 2015	May 2015
Fremantle	17:41	15:34	12:06
Fremantle Medicare	5:29	5:32	5:36
Galiwinku	n/a	n/a	n/a
Galleria	5:09	n/a	4:38
Gawler OSS	8:40	6:36	5:01
Geelong OSS	16:59	12:55	11:14
Geraldton OSS	17:22	13:02	10:50
Gin Gin	n/a	n/a	n/a
Gladstone OSS	5:07	3:54	3:42
Glen Innes	2:50	4:22	4:17
Glen Waverley OSS	11:16	9:01	9:14
Glenelg	10:54	10:32	8:32
Glenorchy OSS	11:57	12:25	13:17
Goodna OSS	13:09	9:53	9:09
Goondiwindi	6:32	5:49	5:12
Gosford OSS	8:43	6:46	8:25
Gosnells	14:45	12:54	13:37
Goulburn OSS	8:53	8:06	10:01
Grafton OSS	8:16	8:32	9:11
Greensborough OSS	12:42	11:26	12:14
Griffith OSS	8:48	8:59	7:47
Groote Eylandt	n/a	n/a	n/a
Gungahlin OSS	12:09	12:11	10:04
Gunnedah OSS	3:51	3:43	4:33
Gympie OSS	12:25	12:28	10:37
Halls Creek	2:04	2:14	1:36
Hamilton OSS	9:57	9:56	9:24
Hastings OSS	11:08	8:53	9:11
Hawkesbury OSS	12:49	13:18	14:44
Heidelberg	10:28	10:09	10:52
Hervey Bay OSS	9:46	12:44	11:35
Highpoint	n/a	n/a	1:51
Hobart OSS	13:14	14:17	12:17
Hornsby	15:45	13:08	12:27
Hornsby Medicare	7:46	8:09	12:55
Horsham OSS	15:57	13:41	11:44
Huonville	n/a	n/a	n/a
Hurstville	9:33	9:15	9:29
Hurstville Medicare	6:25	4:33	5:26
Inala OSS	11:53	13:08	10:09
Ingham OSS	n/a	n/a	1:56
Ingleburn	16:48	16:29	14:53
Innaloo	13:38	13:57	13:49
Innisfail OSS	2:49	2:00	2:08

Site	Mar 2015	Apr 2015	May 2015
Inverell OSS	6:44	5:29	6:54
Ipswich OSS	14:55	12:26	10:08
Joondalup OSS	12:25	13:54	11:52
Kadina	4:00	2:56	3:28
Kalgoorlie OSS	12:26	11:04	11:53
Karratha	5:49	5:59	4:03
Karrinyup	n/a	n/a	5:02
Katherine OSS	7:41	6:29	7:23
Katoomba OSS	7:04	4:25	5:30
Kawana Waters OSS	8:52	9:09	8:14
Kempsey OSS	6:54	8:37	5:10
Kilkenny	2:06	2:02	1:55
Kimberley	n/a	n/a	n/a
Kingaroy OSS	11:38	7:38	8:40
Kingston	n/a	n/a	n/a
Knox City	5:06	4:52	6:26
Kotara	n/a	3:41	1:38
Kununurra	2:34	3:09	2:16
Kurri Kurri	6:53	6:58	7:28
Lake Haven OSS	9:28	5:57	8:13
Launceston OSS	12:24	13:02	14:08
Laverton	n/a	n/a	n/a
Leeton	5:51	3:28	4:55
Leichhardt OSS	21:41	18:01	11:24
Lightning Ridge	1:48	2:02	1:24
Lilydale OSS	13:05	9:12	12:04
Lismore OSS	10:25	10:34	10:09
Lithgow OSS	10:41	9:21	9:25
Liverpool	23:39	19:19	18:37
Liverpool Medicare	8:23	7:27	9:57
Longreach	n/a	n/a	n/a
Mackay	6:19	5:34	7:17
Mackay Medicare	2:21	2:09	1:47
Maitland OSS	7:35	6:55	6:43
Mandurah OSS	15:43	13:26	12:26
Maningrida	n/a	n/a	1:12
Mareeba	3:35	3:53	3:04
Margate OSS	11:18	9:29	7:09
Marion OSS	11:10	7:25	8:25
Maroochydore OSS	9:29	9:52	7:34
Maroubra	14:27	14:28	14:29
Marrickville	16:12	12:32	13:01
Maryborough QLD OSS	9:27	10:11	10:12
Maryborough VIC	9:05	6:18	4:48

Site	Mar 2015	Apr 2015	May 2015
Mayfield	10:55	11:21	8:47
Meekatharra	n/a	n/a	n/a
Melton OSS	13:15	10:08	10:44
Merimbula	n/a	n/a	n/a
Merrylands	12:44	11:30	12:02
Midland OSS	21:07	15:41	15:03
Mildura OSS	13:38	13:38	13:00
Mirrabooka	11:45	11:02	9:43
Mitchelton OSS	12:20	10:23	10:18
Modbury OSS	3:57	4:59	6:23
Moree OSS	5:17	5:31	6:30
Moreland OSS	16:41	14:33	18:45
Morley OSS	15:43	13:52	15:14
Mornington	12:17	12:08	9:59
Mornington Medicare	2:24	1:51	2:04
Morwell OSS	9:44	9:37	11:08
Mossman	1:53	2:14	2:00
Mount Isa OSS	n/a	1:19	1:10
Mt Barker	6:37	6:55	7:01
Mt Druitt	16:37	9:00	12:43
Mt Gambier OSS	6:16	4:25	4:41
Mt Gravatt OSS	8:56	7:55	7:49
Mudgee OSS	8:27	7:50	8:58
Murray Bridge	7:20	7:11	6:56
Murwillumbah	5:23	5:06	3:36
Muswellbrook OSS	6:19	5:20	4:31
myGov Brisbane	7:15	5:52	5:29
myGov Sydney	6:56	7:30	8:26
Nambour OSS	9:41	8:57	7:39
Nambucca Heads OSS	7:43	5:52	6:12
Narooma OSS	5:33	5:06	4:09
Narrabri OSS	5:15	5:49	4:04
Nelson Bay	5:37	5:28	5:04
Nerang	10:37	9:28	9:33
Newcastle OSS	12:14	7:56	8:47
Newman	3:14	2:04	1:50
Newmarket OSS	14:11	9:25	10:45
Newport	15:12	11:35	10:17
Nhulunbuy	2:36	3:00	2:36
Noarlunga OSS	7:13	6:07	4:38
Noosa	18:39	13:37	10:35
Normanton	n/a	n/a	n/a
North Rockhampton	1:44	1:30	1:14
North Ryde	3:46	3:58	2:00

Site	Mar 2015	Apr 2015	May 2015
North Sydney	6:24	5:59	5:07
Northam	10:30	8:52	7:16
Northcote	5:08	5:30	5:18
Northern Beaches OSS	12:52	14:19	12:12
Northern Peninsula	n/a	1:04	1:12
Northland	3:15	4:25	4:27
Norwood	2:28	1:42	1:46
Nowra OSS	7:41	6:44	9:42
Nundah OSS	10:06	8:31	8:56
Oakleigh	9:16	6:10	6:56
Orange OSS	10:01	9:04	9:08
Pacific Fair	5:03	5:13	5:06
Pagewood	6:11	5:47	5:30
Pakenham	10:16	9:10	10:25
Palm Beach	13:04	8:55	8:49
Palm Island OSS	n/a	n/a	1:00
Palmerston OSS	7:28	9:57	9:54
Parkes OSS	6:16	5:10	4:55
Parramatta	11:46	10:34	8:43
Parramatta Medicare	7:21	10:18	8:13
Penrith OSS	11:11	11:49	12:36
Port Adelaide OSS	5:31	4:04	4:01
Port Augusta OSS	2:28	2:10	2:23
Port Lincoln OSS	6:48	7:25	6:58
Port Macquarie OSS	12:27	11:45	14:11
Port Pirie OSS	3:46	3:51	3:44
Portland OSS	11:19	8:47	11:33
Queanbeyan OSS	11:31	10:55	9:50
Raymond Terrace OSS	9:26	8:38	8:38
Redfern	9:22	8:08	7:57
Ringwood OSS	17:01	11:55	11:26
Robina	10:36	9:57	9:15
Rockdale	12:24	11:38	11:12
Rockhampton OSS	8:05	3:56	3:50
Rockingham OSS	15:51	13:07	12:48
Roma	3:05	3:10	4:05
Rosebud OSS	15:07	11:50	9:14
Roselands	8:09	7:52	7:49
Rosny Park OSS	12:09	11:53	12:51
Rouse Hill	n/a	n/a	n/a
Rowville	16:37	10:34	7:19
Ryde OSS	8:14	12:24	14:26
Sale OSS	9:09	8:35	7:07
Salisbury	5:23	4:47	4:38

Site	Mar 2015	Apr 2015	May 2015
Seymour	11:06	8:47	8:46
Shellharbour OSS	9:58	6:32	10:12
Shepparton OSS	9:37	10:53	8:16
Singleton OSS	5:21	5:08	5:22
Smithfield	n/a	n/a	n/a
Sorell	n/a	n/a	n/a
South Brisbane	7:02	4:45	6:18
South Hedland	6:42	5:04	3:47
Southport OSS	10:42	9:55	10:50
Spit Junction	3:37	3:22	2:58
Springvale	12:41	10:24	9:31
Springwood OSS	7:38	5:58	6:49
St Marys	9:38	10:34	9:54
Stanthorpe	1:54	3:18	4:22
Stawell	7:53	5:52	5:47
Sth Melbourne	11:00	9:31	11:09
Stones Corner	7:13	7:29	5:30
Strathpine OSS	12:04	8:34	7:44
Subiaco	6:17	7:17	7:00
Success	13:39	14:40	13:22
Sunbury	11:44	11:10	10:14
Sunshine	17:24	11:20	11:11
Sutherland OSS	11:22	10:28	11:16
Swan Hill OSS	8:12	9:07	6:38
Tamworth OSS	4:54	5:19	5:16
Tangentyere	n/a	n/a	n/a
Taree OSS	8:20	9:31	7:57
Tennant Creek	4:16	5:42	3:23
The Entrance OSS	10:17	10:09	8:03
The Terrace	14:23	14:41	15:17
Thursday Island	n/a	1:06	1:10
Tiwi Islands	7:53	4:15	4:37
Toowong OSS	14:10	13:32	12:33
Toowoomba OSS	9:02	7:25	8:22
Toronto OSS	8:45	5:32	5:24
Torrensville	5:57	5:33	6:11
Townsville City (Shopfront)	n/a	n/a	n/a
Townsville OSS	5:29	6:47	3:39
Traralgon	n/a	n/a	n/a
Tuggerah	2:09	2:30	2:40
Tuggeranong OSS	10:18	9:49	7:06
Tumut	4:15	5:59	4:55
Tuncurry OSS	9:38	8:13	7:34
Tweed Heads OSS	10:48	8:04	7:15

Site	Mar 2015	Apr 2015	May 2015
Ulladulla OSS	9:35	8:11	7:44
Unknown	1:07	n/a	2:10
Victor Harbor	6:14	5:27	6:02
Victoria Park	11:32	8:16	10:20
Wadeye	n/a	3:30	3:43
Wagga Wagga OSS	11:16	9:27	8:00
Walgett	1:54	1:41	1:47
Wallsend OSS	11:13	10:15	7:21
Wangaratta OSS	10:57	10:02	10:42
Warragul OSS	8:20	10:18	9:45
Warrawong OSS	9:05	10:51	7:57
Warriewood	6:41	5:20	7:29
Warrnambool OSS	10:04	8:35	9:29
Warwick Grove	19:37	14:56	11:41
Warwick OSS	7:09	5:19	6:33
Watergardens	21:30	13:08	9:23
Waurm Ponds	5:51	5:52	6:09
Waverley Gardens	4:36	4:11	4:11
Werribee OSS	17:43	14:10	12:53
Western Cape	n/a	n/a	n/a
Whitfords	11:02	10:50	9:34
Whyalla OSS	6:45	4:52	5:03
Windsor OSS	13:31	12:28	11:57
Woden OSS	11:45	11:12	9:32
Wodonga	n/a	n/a	n/a
Wollongong OSS	15:01	10:02	8:45
Wonthaggi	13:40	9:59	8:11
Woodridge OSS	12:34	10:34	9:22
Woy Woy OSS	8:59	7:11	8:38
Wynnum OSS	13:36	11:04	10:05
Wyong	5:30	5:57	6:06
Yamba	5:09	4:40	3:44
Yarra	8:42	6:52	5:58
Yarrabah	n/a	n/a	n/a
Yass	n/a	n/a	1:12
Yeppoon	3:13	2:48	3:18
Young OSS	8:15	9:10	6:42
Yuendumu	n/a	n/a	1:25

(c) The following table provides the monthly average wait time for social security and welfare related calls for the period March to May 2015.

Note: The average speed of answer included below are for Social Security and Welfare Programme, aligning with the Portfolio Budget Statement reporting for the department. Previously reported figures were for Centrelink and may differ from the figures below.

Period	Average Speed of Answer (minutes:seconds)		
	Mar	Apr	May
2014-15	17:21	14:24	14:18

- ii) (d) The following table provides the number of successful Centrelink calls in 2013-14 and 2014-15 (as at 31 May 2015). A successful call is defined as a call that access the Interactive Voice Response, that is, the call accesses the telephony system.

Financial Year	Successful Calls (rounded to millions)
2013-14	43 million
2014-15 (as at 31 May 2015)	37 million

- (e) The following table provides the number of Centrelink inbound calls in 2013-14 and 2014-15 (as at 31 May 2015). Inbound calls are defined successful calls plus those calls that attempt to access the Interactive Voice Response and receive a busy signal.

Financial Year	Inbound Calls (rounded to millions)
2013-14	57 million
2014-15 (as at 31 May 2015)	55 million

- iii) (f) The quarterly update to the Ombudsman Own Motion Report into Service Delivery complaints about Centrelink as at 30 September, 31 December 2014 and 31 March 2015 is at Attachment A.

- b) The department offers a range of service options and has strategies to minimise the delays customers experience in accessing services. These include:
- Encouraging people to use digital services like Express Plus Apps and online services.
 - During 2013–14, the department experienced ongoing growth in self-service transactions and this has continued in 2014–15.
 - In 2013–14, the Centrelink Programme had approximately 101 million self-service transactions, an increase of more than 34 per cent on 2012–13.
 - In 2014–15 (as at 31 March 2015), Centrelink had approximately 87 million view and update transactions undertaken via a self-managed channel.
 - Providing a meet and greet service in most service centres.
 - Customers are greeted by a Customer Liaison Officer who directs them to the most appropriate channel depending on the nature of their enquiry.
 - This is designed to seat those customers who need to wait to see a staff member as quickly as possible and allows an assessment of any urgent or complex enquiries.

New technologies and practices are delivering genuine improvements in service delivery.

- This is consistent with the aim to allow people to do their business at a time that suits them and in a way that is consistent with how they use other services in the community.