

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 6 MAY 2016 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Expected peaks in service delivery

Question reference number: HS 8

Senator: Cameron

Type of question: Hansard page 181

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Question:

Senator CAMERON: Just wait a minute, Mr Tidswell. Can you provide me details of your expected peaks by delivery—

Mr Tidswell: Absolutely. We will take that on notice.

Answer:

The department traditionally experiences seasonal peak periods of demand from January–March and June–September each year, when increased workload is generated by:

- seasonal fluctuations in employment levels, which generate an elevated demand for jobseeker services (particularly claims for Newstart and Youth Allowance) between early January and mid-March;
- requests for income estimates and reconciliations, general enquiries and updates to child care information by families and child care recipients (late June to mid-September);
- a peak period for student claiming, linked to new and changed enrolments for the new academic year (early January to mid-March) and second semester (early July to early August);
- the peak demand period in the Medicare Public line for enquiries about the Safety Net and enquiries about end of financial year tax statements (late June to mid-September);
- calls to Child Support enquiring about assessments for newly separated parents (late June to mid-September); and
- myGov enquiries in relation to tax returns (early July to late October).