

Attachment A

Centrelink Telephony Services Performance by Main Business Line

	Call Volume (No. Of Successful Calls)	National Average Speed of Answer (min:sec)	Disabilities, Sickness and Carers Average Speed of Answer (min:sec)	Employment Services Average Speed of Answer (min:sec)	Families and Parenting Average Speed of Answer (min:sec)	Older Australians Average Speed of Answer (min:sec)	Youth and Students Average Speed of Answer (min:sec)
July-2012	3,548,276	16:20	21:47	12:50	25:55	22:39	16:12
August-2012	2,926,293	7:25	10:54	5:08	11:50	11:32	7:03
September-2012	2,328,908	6:15	8:33	6:37	8:16	8:58	8:19

Supplementary Estimates 2012-13

Committee: Community Affairs

Document Number: 2

Date and Time: 18/10/12 9:41 PM

Tabled by: SEN KM CHR

Pages: 1