

Senate Community Affairs Legislation Committee

SUPPLEMENTARY ESTIMATES - 18 OCTOBER 2012 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Call Wait Times

Question reference number: HS 62

Senator: Siewert

Type of question: Written question

Date set by the committee for the return of answer: 7 December 2012

Number of pages: 5

Question:

- a) With reference to Budget Estimates HS 59, can you please provide an update of all the tables presented in the Department's response, for the months June 2012, July, 2012, August 2012, Sept 2012.
- b) Please provide for each month from Jul 2011 through to Sept 2012, the number of calls received per program, and the average number of staff assigned to the programs as listed in HS 59.

Answer:

- a) Attachment A provides updated tables for June 2012, July 2012, August 2012 and September 2012 with Average Speed of Answer (seconds).
- b) Attachment A also provides the number of calls received by the Centrelink, Medicare and Child Support Master Programs from July 2011 to September 2012, on a monthly basis.

Centrelink

Average number of staff delivering Centrelink telephony services:

Month	Average Staff Number
July 2011	3,410.57
August 2011	3,334.81
September 2011	3,158.29
October 2011	3,024.30
November 2011	3,003.95
December 2011	2,590.83
January 2012	2,690.81
February 2012	2,920.78
March 2012	3,008.85
April 2012	2,684.16

May 2012	3,139.99
June 2012	3,123.20
July 2012	3,203.55
August 2012	3,223.72
September 2012	3,235.77

Medicare

Average number of staff delivering Medicare public telephony services:

Month	Average Daily FTE
July 2011	98
August 2011	90
September 2011	82
October 2011	82
November 2011	84
December 2011	80
January 2012	85
February 2012	87
March 2012	81
April 2012	81
May 2012	77
June 2012	73
July 2012	79
August 2012	82
September 2012	91

Child Support

The following table provides Frontline FTE available for customer contact.

Month	Frontline FTE
July 2011	2,271.2
August 2011	2,224.8
September 2011	2,174.6
October 2011	2,148.5
November 2011	2,115.2
December 2011	2,193.8
January 2012	2,185.0
February 2012	2,143.0
March 2012	2,102.8
April 2012	2,086.6
May 2012	2,088.9
June 2012	2,092.1
July 2012	2,065.2
August 2012	2,057.0
September 2012	2,072.6

Notes: These totals include Team Leaders who are available for escalated customer contact. Child Support staff are not rostered to phones all day. On average, a Customer Service Officer spends 3:30 (hours/minutes) managing inbound customer enquiries, while the remainder of their day is divided into the following tasks: customer follow-up, training and meetings.

Customer follow-up time enables Customer Service Officers to manage the 'processing' side of their role, this includes outbound customer contact, written communication and various searches (collection/location etc).

a) Answer - updated tables for June 2012, July 2012, August 2012 and September 2012 with Average Speed of Answer (seconds).

Master Program

Average Speed of Answer (secs)	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12
Centrelink	443	363	425	568	854	947	899	1,091	889	759	798	780	980	445	375
Employment Services	331	315	426	616	957	1,078	991	1,258	897	683	586	661	770	308	397
Disabilities, Sickness and Carers	405	420	577	676	992	1,103	1,097	1,387	1,245	1,005	1,172	1,170	1,307	654	513
Families and Parenting	668	463	449	599	915	1,089	1,081	1,308	1,137	1,241	1,331	1,161	1,555	710	496
Indigenous	333	208	311	526	745	734	921	1,168	1,016	959	829	915	1,137	356	388
Older Australians	393	431	600	680	1,008	1,125	1,082	1,400	1,285	1,049	1,205	1,232	1,359	692	538
Youth and Students	375	350	457	668	1,048	1,185	1,118	1,348	1,161	956	770	940	972	423	499
Medicare - Public	13	11	11	13	14	19	18	19	19	24	32	51	445	340	155
Child Support	53	73	90	23	24	31	75	112	73	41	62	79	44	48	45

Basics Card

Average Speed of Answer (secs)	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12
BasicsCard After Hours	75	46	21	24	60	55	44	61	67	32	43	94	71	45	44
BasicsCard Enquiries	278	198	299	490	730	393	75	159	87	55	89	128	175	23	22

Participation Solutions Line

Average Speed of Answer (secs)	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12
National Participations Solutions	2,347	1,253	557	833	1,010	654	996	2,177	1,789	2,129	2,806	3,009	980	1,961	405

In addition, the department operates a large number of other smaller boutique queues, updated examples are provided in the table below.

Small Queues

Average Speed of Answer (secs)	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12
Digital TV	187	152	42	62	98	31	114	130	47	84	79	83	241	20	26
DHS Tip Off Line	365	372	451	508	221	67	60	169	131	88	92	107			
Financial Information Service	243	254	289	283	306	292	274	255	258	223	240	230	213	212	276

*DHS Tip Off Line was closed effective 30/06/2012 with all calls routed to Business Integrity

b) Calls received per program between July 2011 and September 2012 are in the below table.

Master Program .

Calls Received	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12
Centrelink	3,907,684	3,264,213	2,845,322	2,797,173	3,155,408	3,105,663	3,297,445	3,243,486	3,030,570	2,827,777	3,420,127	3,090,638	3,548,276	2,926,293	2,328,908
Medicare - Public	207,073	187,016	162,324	152,783	159,972	123,470	154,194	156,741	151,574	126,095	158,171	124,972	156,040	165,172	160,054
Child Support	239,986	306,232	264,335	230,770	251,421	187,326	232,073	246,632	241,084	193,284	251,282	215,710	266,459	284,551	236,277