

Senate Community Affairs Legislation Committee

SUPPLEMENTARY ESTIMATES - 21 NOVEMBER 2013 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Call Wait Times

Question reference number: HS 9

Senator: Siewert

Type of question: Hansard page 129

Date set by the committee for the return of answer: 24 January 2014

Number of pages: 1

Question:

Senator SIEWERT: It was 25 minutes and 33 seconds for this last quarter?

Mr Rimmer: That is for the four months until the end of October.

Senator SIEWERT: How does that compare to this time last year?

Mr Rimmer: It is higher. I cannot do the calculation in my head but we can get that to you on notice.

Senator SIEWERT: I appreciate the argument that this last quarter is busier, but I want to know what it was last quarter. Could you take on notice the wait time for your other lines to the end of this financial year and for the latest quarter and the comparison for last year's. So that is four sets of figures for each of the lines.

Ms Campbell: Yes.

Answer:

Average Speed of Answer: National and Main Business Lines

	National	Disability Sickness and Carers	Employment Services	Families and Parenting	Older Australians	Youth and Students
2012–13	12:05	15:34	14:50	15:25	15:01	18:23
2013–14 (to 31 October 2013)	14:26	24:17	25:33	11:14	21:50	28:29
1 st Quarter 2012–13	10:15	14:04	8:15	15:52	14:14	10:57
1 st Quarter 2013–14	13:20	22:58	24:26	9:58	20:17	27:48

Note: Times are represented as minutes:seconds for example the National average speed of answer in 2012–13 was 12 minutes 5 seconds (12:05). First Quarter is the period 1 July to 30 September.