

Senate Community Affairs Legislation Committee

SUPPLEMENTARY ESTIMATES - 21 NOVEMBER 2013 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Call and Processing Wait Times and Customer Issues

Question reference number: HS 79

Senator: Cameron

Type of question: Written

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

Number of pages: 4

Question:

- a) Please provide the monthly data for each measure in 2012–13 and 2013–14 to date:
- i) Average Speed of Answer Centrelink (minutes:seconds).
 - ii) Average Speed of Answer Medicare customer lines (minutes:seconds).
 - iii) Average Speed of Answer Medicare provider lines (minutes:seconds).
 - iv) Average Speed of Answer Child Support (minutes:seconds).
 - v) Child Support Program - % calls answered within 30 seconds.
 - vi) Average Service Centre Wait Time Centrelink.
 - vii) Average Service Centre Wait Time Medicare.
 - viii) Average number of visits for resolution of an issue.
 - ix) Average number of calls for resolution of an issue.
- b) For each payment type below please provide the performance indicator and the performance data for 2011–12, 2012–13 and 2013–14 to date:
- i) Age Pension
 - ii) Baby Bonus
 - iii) Carer Allowance
 - iv) Carer Payment
 - v) Child Care Benefit (Approved Care)
 - vi) Child Care Benefit (Registered Care)
 - vii) Disability Support Pension
 - viii) Family Tax Benefit
 - ix) Newstart Allowance
 - x) Paid Parental Leave
 - xi) Parenting Payment – Partnered
 - xii) Parenting Payment – Single
 - xiii) Seniors Health Card
 - xiv) Youth Allowance (Full-Time Student)
 - xv) Youth Allowance (other)

- c) How many people have been banned from attending Centrelink offices in the last five years?
- d) Is a break down possible for each year? What are the reasons?
- e) How many Centrelink customers are on restricted servicing arrangements? Please provide data at point in time at the end of each month for the period July 2011 to date.

Answer:

- a) i) Average Speed of Answer: Centrelink (minutes:seconds)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2012-13	16:36	7:28	6:16	6:21	11:01	11:17	18:53	15:12	18:38	17:16	9:13	9:57
2013-14	14:26	14:02	11:05	18:58	25:22							

- ii) Average Speed of Answer: Medicare Customer Lines (minutes:seconds)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2012-13	5:49	4:29	2:06	3:36	4:15	3:50	4:11	4:08	3:51	4:54	7:13	9:02
2013-14	9:01	4:32	4:14	5:02	3:45							

- iii) Average Speed of Answer: Medicare Provider Lines (minutes:seconds)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2012-13	0:25	0:32	0:28	0:46	0:40	0:41	0:25	0:23	0:19	0:30	0:40	0:47
2013-14	0:44	0:46	0:43	0:51	0:55							

- iv) Average Speed of Answer: Child Support (minutes:seconds)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2012-13	0:44	0:48	0:45	1:01	0:45	0:56	2:23	1:59	0:41	1:19	0:38	0:57
2013-14	0:50	2:08	1:06	2:08								

Note: Child Support Telephony data is not available for November 2013.

- v) Child Support – Percentage of Calls Answered Within 30 seconds

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2012-13	75.4%	76.7%	78.9%	72.6%	78.4%	73.4%	57.7%	60.5%	78.9%	66.0%	78.7%	74.8%
2013-14	74.5%	63.2%	64.2%	51.2%								

Note: Child Support Telephony data is not available for November 2013.

- vi) Average Shopfront Wait Time (minutes:seconds)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2012-13	11:57	10:32	9:42	10:09	13:02	13:34	16:45	17:30	16:57	17:03	15:50	16:32
2013-14	18:55	16:41	14:41	15:25	16:27							

Note: With the introduction of co-located offices the Department now measures shopfront wait times at a departmental level rather than by programme.

- vii) Refer vi.

- viii) Customers can present at a service centre with multiple enquiries, some that can be handled at the time and others that are ongoing. Accordingly, data is not available for this measure.

- ix) Customers can call with multiple enquiries, some that can be handled at the time and others that are ongoing. Accordingly, data is not available for this measure.
- b) As outlined in the 2013-14 Portfolio Budget Statements (page 33), the processing key performance indicator is 82 per cent or more of all claims processed by the department within standard. This budget target was set with the creation of the Department of Human Services and performance information is therefore not available for 2011-12. The performance result was 97 per cent in 2012-13. This figure is reported on page 14 of the department's 2012-13 Annual Report. The performance result for 2013-14 (as at 31 December 2013) was 98 per cent.
- c) The department currently maintains records of Restricted Servicing Arrangements through manual data collection practices. Manual records are maintained at a national level and are a point in time measure of the number of customers with ongoing restrictions in place. As at 31 October 2013, there were 473 ongoing restrictions placed on persons who access the department's services. Prior to the implementation of the department's Restricted Servicing Arrangements Policy in September 2012, manual records were maintained for the previous ongoing Alternative Servicing Arrangements within the Centrelink programme only. A list of ongoing service arrangements by month may be found at **Attachment A**.
- d) See response above.
- e) Refer **Attachment A**.

RESTRICTED SERVICING ARRANGEMENTS DATA**2011 – 2013**

Month	Total Number of Restricted Servicing Arrangements:
2013	
October	473
September	408
August	409
July	414
June	387
May	374
April	374
March	363
February	321
January	314
2012	
December	307
November	301
October	289
September*	255
August	264
July	258
June	254
May	234
April	225
March	214
February	194
January	172
2011	
December	69
November	161
October	140
September	138
August	105
July	91

*Please note: Data collated prior to, and including, September 2012 reflects restrictions within the Centrelink Programme only. The data reflects a point in time measure for the number of Restricted Servicing Arrangements in place.