

## Senate Community Affairs Legislation Committee

### SUPPLEMENTARY BUDGET ESTIMATES – 23-24 OCTOBER 2014 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** Waiting Times

**Question reference number:** HS 46

**Senator:** Cameron

**Type of question:** Written

**Date set by the committee for the return of answer:** 12 December 2014

**Number of pages:** 13

#### **Question:**

Please update information provided in HS 179 from Budget Estimates 2014.

- a) What is the monthly average shopfront wait time for the period September 2013 to September 2014 date?
- b) What is the monthly average wait times by shopfront for the period June 2014 to September 2014?
- c) What is the monthly average wait time for Centrelink-related-calls for the period June 2014 to September 2014?
- d) What is the number of successful Centrelink calls in 2013-14 and 2014-15 to date?
- e) What is the number of Centrelink inbound calls in 2013-14 and 2014-15 to date?
- f) Has DHS provided the Ombudsman quarterly reports about its progress in implementing the recommendations arising from the Ombudsman's April 2014 report on service delivery complaints about Centrelink? Provide copies.

#### **Answer:**

- a) The following table provides the monthly average wait times for shopfronts for the period September 2013 to September 2014.

<b>Period</b>	<b>Average Wait Time (minutes:seconds)</b>
September 2013	13:38
October 2013	14:16
November 2013	15:09
December 2013	15:37
January 2014	18:09
February 2014	17:49
March 2014	15:44

<b>Period</b>	<b>Average Wait Time (minutes:seconds)</b>
April 2014	13:40
May 2014	13:02
June 2014	12:26
July 2014	12:30
August 2014	11:18
September 2014	10:44

- b) The following table provides the monthly average wait times by shopfront for the period June 2014 to September 2014.

Note: n/a represents a wait time of less than one minute.

Shaded areas for One-Stop Shops (OSS) represent months prior to co-location;  
shaded areas for standalone sites represent months post-co-location.

<b>Shopfront</b>	<b>Jun 2014</b>	<b>Jul 2014</b>	<b>Aug 2014</b>	<b>Sep 2014</b>
Airport West OSS	14:17	14:39	15:38	15:10
Aitkenvale Medicare	11:24	8:14		
Aitkenvale OSS		8:47	8:01	7:12
Albany OSS	13:56	10:54	8:32	9:55
Albury OSS	17:09	18:04	17:12	14:55
Alice Springs OSS	16:44	22:07	12:41	10:48
Altona Gate	7:09	5:35	4:23	5:37
Ararat OSS	10:08	7:08	6:41	4:59
Armada OSS	15:32	13:58	12:33	11:57
Armidale OSS	3:36	5:25	5:02	5:10
Ashmored	9:38	9:39	8:25	1:05
Atherton OSS	5:33	6:58	4:10	4:12
Auburn	22:53	18:05	15:14	18:41
Ayr OSS	3:34	3:36	2:32	2:25
Bairnsdale OSS	13:58	14:52	11:50	9:25
Ballarat	19:32	15:39		
Ballarat Medicare	3:41	4:25		
Ballarat OSS		11:45	12:14	11:52
Ballina OSS	11:26	11:45	9:14	7:51
Bankstown	20:47	21:32	17:20	17:42
Bankstown Medicare	12:33	15:52	11:31	9:01
Batemans Bay OSS	12:14	11:38	11:25	10:03
Bathurst OSS	16:17	19:22	18:48	20:02
Baulkham Hills	25:00	23:17	22:45	22:39
Beaudesert	11:39	16:28	21:43	15:28
Beenleigh	16:31	20:34	22:10	21:10
Beenleigh Medicare	n/a	n/a	n/a	n/a
Bega	14:46	13:03	13:38	8:37
Bega Medicare	n/a	n/a	n/a	n/a

<b>Shopfront</b>	<b>Jun 2014</b>	<b>Jul 2014</b>	<b>Aug 2014</b>	<b>Sep 2014</b>
Belconnen OSS	7:17	8:17	8:30	7:54
Belgrave	8:16	11:46	7:06	5:43
Belmont NSW	n/a	n/a	n/a	n/a
Belmont WA	n/a	n/a	n/a	n/a
Bendigo OSS	13:42	17:03	14:51	16:28
Bentleigh	4:06	5:01	4:15	3:40
Berri OSS	10:17	9:52	8:06	9:09
Biggera Waters	10:13	12:09	11:53	12:26
Biloela	n/a	n/a	n/a	n/a
Blacktown	19:00	16:52	18:04	17:07
Blacktown Medicare	8:45	6:31	4:51	5:10
Bondi Junction OSS	21:36	21:15	21:05	20:17
Booragoon	9:40	9:51	6:03	6:56
Boronia	24:16	18:38	16:14	11:41
Borroloola	1:41	1:58	n/a	n/a
Bourke	2:15	1:02	1:35	1:50
Bowen OSS	2:48	2:51	2:19	2:01
Bowral OSS	17:14	13:35	12:21	12:30
Box Hill OSS	18:17	15:48	13:32	13:28
Braddon OSS	10:34	13:58	10:48	10:25
Bridgewater	9:01	9:45	10:00	8:20
Broadmeadows OSS	16:21	20:31	16:02	20:33
Broken Hill OSS	9:57	8:40	7:55	7:41
Broome OSS	7:49	11:22	7:24	7:23
Browns Plains	22:19	22:52	19:22	21:33
Brunswick Heads	7:13	6:39	5:05	5:56
Bunbury OSS	14:03	17:34	16:31	14:09
Bundaberg OSS	13:52	17:37	14:52	13:50
Burnie	10:39			
Burnie Medicare	n/a			
Burnie OSS	9:50	10:22	8:21	6:15
Burwood	15:21	15:45	17:05	17:17
Burwood Medicare	17:41	20:54	11:45	12:05
Busselton	14:42	13:38	9:44	8:15
Byron Bay	4:15	2:34	1:55	2:12
Caboolture	13:43	16:21	18:24	17:11
Cabramatta	20:24	21:43	26:05	18:33
Cairns Aplin St	14:17	17:50	13:31	14:30
Cairns Grafton St OSS	7:32	10:27	8:01	8:08
Caloundra OSS	8:44	10:19	9:57	10:46
Camberwell OSS	12:21	10:52	9:08	8:31
Camden OSS	17:12	18:53	14:38	11:12
Campbelltown OSS	23:10	24:08	18:21	23:30

<b>Shopfront</b>	<b>Jun 2014</b>	<b>Jul 2014</b>	<b>Aug 2014</b>	<b>Sep 2014</b>
Campsie	18:36	18:04	17:42	19:21
Cannington OSS	17:30	17:57	16:36	11:58
Cannonvale	3:36	2:58	2:14	1:49
Capalaba	8:21	9:46	9:05	6:57
Capalaba Medicare	2:00	5:40	6:03	4:50
Carindale	10:25	10:57	11:46	8:07
Caringbah	17:30	19:10	15:06	12:37
Carnarvon	6:07	8:34	7:15	4:01
Casino OSS	9:43	8:38	7:46	9:19
Castle Hill	17:33	27:22	20:17	5:13
Casuarina OSS	13:18	12:59	8:56	7:41
Ceduna	n/a	n/a	n/a	n/a
Cessnock OSS	8:19	9:18	11:15	7:58
Chadstone	11:23	9:25	7:24	6:32
Charlestown	10:21	9:43	10:37	6:36
Charlestown Medicare	3:29	10:23	10:27	9:43
Charleville	4:30	n/a	2:45	1:01
Charters Towers	n/a	n/a	n/a	n/a
Chatswood	15:26	12:23	11:19	14:15
Chatswood Medicare	9:26	8:20	5:32	3:53
Cheltenham	23:44			
Cheltenham OSS	8:55	11:36	12:15	10:50
Cherbourg	n/a	n/a	n/a	n/a
Chermside	16:04	18:17	20:40	18:11
Chermside Medicare	13:26	12:23	10:55	9:05
Childers	n/a	n/a	n/a	n/a
City East	7:21	7:35	4:37	5:52
Cleveland OSS	18:24	21:27	16:10	14:23
Clifford Gardens	5:40	5:05	4:41	5:41
Coffs Harbour OSS	11:07	9:09	9:48	11:22
Colac OSS	14:25	11:31	9:44	9:33
Cooper Pedy	n/a	n/a	n/a	n/a
Cooma OSS	10:12	8:19	7:10	7:21
Corio OSS	15:25	18:14	17:08	13:04
Corrimal	14:35	14:10	10:47	12:12
Cowra OSS	7:01	5:28	5:15	5:34
Cranbourne OSS	15:11	13:01	12:03	11:20
Currie Street	7:58	8:12	6:55	7:30
Dalby OSS	7:08	7:14	6:19	7:24
Dandenong	17:39	20:26	17:14	15:35
Dandenong Medicare	11:41	13:53	10:10	10:21
Dapto	12:51	16:57	15:05	11:59
Darebin	15:15	15:01	11:09	11:22

<b>Shopfront</b>	<b>Jun 2014</b>	<b>Jul 2014</b>	<b>Aug 2014</b>	<b>Sep 2014</b>
Darlinghurst	14:35	12:06	11:31	10:04
Darwin OSS	13:09	18:51	13:03	9:11
Deception Bay OSS	10:35	11:57	11:34	9:53
Deniliquin	n/a	n/a	n/a	n/a
Derby	14:46	15:30	10:09	8:32
Devonport OSS	12:18	13:14	13:36	11:28
Doncaster	9:43	12:06	10:25	2:37
Dubbo OSS	13:22	11:17	13:21	14:39
Earlville	8:40	7:45	8:26	8:30
Eastwood	n/a	1:30	2:27	1:00
Echuca OSS	9:18	9:14	7:56	8:28
Elizabeth	8:48	8:26	8:50	10:56
Elizabeth Medicare	n/a	n/a	n/a	n/a
Elsternwick	14:15	14:19	13:49	11:27
Emerald	5:17	5:39	4:09	3:43
Enfield	6:06	5:14	4:34	3:17
Engadine	n/a	n/a	n/a	n/a
Epping	17:33	17:51	17:41	15:27
Erina	n/a	n/a	n/a	n/a
Esperance	9:18	8:39	10:50	8:36
Ettalong	5:59	6:38	5:48	5:43
Fairfield	25:32	25:31	21:45	21:21
Fairfield Medicare	13:47	16:50	17:32	17:23
Fitzroy Crossing	n/a	n/a	n/a	n/a
Footscray	13:53	14:00	12:26	15:55
Forest Hill	7:03	7:47	6:17	6:39
Fortitude Valley	11:18	10:00	7:53	7:09
Fountain Gate	16:53	15:01	14:39	17:23
Fountain Gate Medicare	8:15	8:59	6:45	8:19
Frankston OSS	15:30	15:43	14:50	15:43
Fremantle	20:01	20:26	19:25	15:02
Fremantle Medicare	5:09	7:04	6:55	5:53
Galiwinku	n/a	n/a	1:22	1:22
Galleria	19:31	13:23	12:02	10:53
Gawler OSS	11:21	12:53	12:40	12:02
Geelong	20:23	19:15		
Geelong Medicare	13:48	17:43		
Geelong OSS		16:57	18:34	15:06
Geraldton OSS	22:08	15:46	11:42	12:06
Gin Gin	n/a	n/a	n/a	n/a
Gladstone	9:10	7:12		
Gladstone Medicare	7:23	8:52		
Gladstone OSS		8:38	8:13	7:46

<b>Shopfront</b>	<b>Jun 2014</b>	<b>Jul 2014</b>	<b>Aug 2014</b>	<b>Sep 2014</b>
Glen Innes	2:01	2:18	2:32	2:39
Glen Waverley	23:54	19:44	21:28	17:56
Glen Waverley Medicare	6:49	6:34	5:49	5:57
Glenelg	8:09	9:01	8:44	8:59
Glenorchy	13:37	11:02	9:30	11:45
Glenorchy Medicare	5:32	5:29	4:57	6:32
Goodna	14:50	23:22	18:42	18:33
Goondiwindi	9:16	9:23	10:24	8:24
Gosford OSS	11:31	11:45	13:14	14:25
Gosnells	16:10	16:24	12:52	12:03
Goulburn OSS	9:19	9:52	10:05	9:17
Grafton OSS	6:26	6:27	5:31	8:42
Greensborough	12:05	14:43		
Greensborough Medicare	2:08	4:55		
Greensborough OSS		12:49	11:35	9:09
Griffith OSS	12:45	10:24	9:54	11:13
Groote Eylandt	n/a	n/a	n/a	n/a
Gungahlin OSS	9:00	9:03	10:19	10:33
Gunnedah OSS	5:49	4:18	4:08	4:52
Gympie OSS	11:34	11:11	10:58	13:35
Halls Creek	2:50	4:15	4:10	2:21
Hamilton OSS	10:27	9:21	8:25	8:11
Hastings OSS	9:09	9:29	9:51	12:22
Hawkesbury	19:00	16:52	14:35	14:15
Heidelberg	13:46	12:59	12:43	10:31
Hervey Bay OSS	12:21	12:35	10:50	10:53
Highpoint	9:10	11:04	10:57	9:15
Hobart	13:37			
Hobart Medicare	3:11			
Hobart OSS	10:46	11:33	11:12	10:31
Hornsby	22:20	22:54	19:19	18:53
Hornsby Medicare	6:24	6:20	5:02	4:41
Horsham OSS	16:09	13:36	12:05	13:30
Huonville	n/a	n/a	n/a	n/a
Hurstville	21:41	22:22	20:05	20:00
Hurstville Medicare	8:22	10:06	8:47	9:07
Inala	19:36	15:50	19:27	17:01
Indooroopilly Pop Up	n/a	n/a	n/a	n/a
Ingham OSS	2:55	2:51	2:14	2:22
Ingleburn	22:38	24:56	25:38	20:58
Innaloo	20:52	17:47	13:54	14:52
Innisfail OSS	5:57	5:56	4:15	4:48
Inverell OSS	8:32	9:35	9:15	7:49

<b>Shopfront</b>	<b>Jun 2014</b>	<b>Jul 2014</b>	<b>Aug 2014</b>	<b>Sep 2014</b>
Ipswich	19:30	18:17	15:23	14:40
Ipswich Medicare	5:36	9:03	7:07	4:22
Joondalup OSS	20:29	19:52	18:26	15:10
Kadina	5:02	3:59	3:51	4:13
Kalgoorlie OSS	14:31	13:39	11:33	9:23
Karratha	6:13	8:10	5:19	6:17
Karrinyup	n/a	n/a	n/a	n/a
Katherine OSS	6:58	10:26	7:49	5:26
Katoomba OSS	6:54	7:12	7:00	6:13
Kawana Waters OSS	9:21	8:30	8:23	8:34
Kempsey OSS	7:52	8:02	5:42	4:56
Kilkenny	2:36	2:44	1:55	2:11
Kimberley	n/a	2:46	n/a	n/a
King Street	14:19	13:15	9:50	14:01
Kingaroy OSS	14:45	15:25	16:28	15:34
Kingston	n/a	n/a	n/a	n/a
Knox City	7:15	7:07	5:10	n/a
Kotara	n/a	n/a	n/a	n/a
Kununurra	2:49	2:51	2:37	2:16
Kurri Kurri	5:41	7:36	10:00	7:22
Lake Haven	11:43	9:29	10:28	8:38
Lake Haven Medicare	2:24	4:01	2:27	1:54
Launceston OSS	16:54	17:57	15:17	11:28
Laverton	1:32	1:24	1:14	1:48
Leeton	5:05	4:43	3:45	4:03
Leichhardt OSS	15:34	16:47	14:41	16:32
Lightning Ridge	2:44	2:16	1:24	2:31
Lilydale OSS	11:24	12:04	11:03	9:08
Lismore OSS	11:21	10:07	10:54	8:57
Lithgow OSS	10:27	12:53	9:49	9:41
Liverpool	24:39	27:48	28:10	22:32
Liverpool Medicare	23:12	28:26	14:10	16:57
Logan Central	n/a	n/a	n/a	n/a
Longreach	n/a	n/a	n/a	n/a
Mackay	17:53	11:06	10:40	12:28
Mackay Medicare	15:42	12:30	11:16	9:54
Maitland	10:21	9:47	10:03	10:56
Maitland Medicare	1:56	3:42	2:47	2:37
Mandurah	21:08	13:09	15:13	15:03
Mandurah Medicare	n/a	n/a	n/a	n/a
Maningrida	2:32	2:56	2:47	2:37
Mareeba	4:19	4:22	4:30	5:11
Margate OSS	10:47	13:26	14:43	12:15

<b>Shopfront</b>	<b>Jun 2014</b>	<b>Jul 2014</b>	<b>Aug 2014</b>	<b>Sep 2014</b>
Marion OSS	10:35	12:03	11:27	10:32
Maroochydore	10:57	10:17	10:12	10:46
Maroochydore Medicare	5:57	5:43	8:29	6:52
Maroubra	19:38	16:22	18:07	17:07
Marrickville	16:43	12:09	9:51	11:16
Maryborough QLD OSS	10:36	8:19	10:14	11:37
Maryborough VIC	8:24	6:26	5:17	4:49
Mayfield	11:25	13:02	14:27	12:57
Meekatharra	1:14	1:16	n/a	n/a
Melton OSS	10:50	11:45	13:24	12:18
Merimbula	n/a	n/a	n/a	n/a
Merrylands	16:24	12:37	10:28	12:11
Midland	21:39			
Midland Medicare	13:42			
Midland OSS	16:23	17:22	14:51	16:23
Mildura OSS	10:19	10:47	9:40	6:57
Miranda	6:00	6:46	7:31	5:47
Mirrabooka	15:37	14:14	9:57	8:52
Mitchelton OSS	19:35	20:20	18:34	16:50
Modbury OSS	15:35	8:12	6:25	6:08
Moonee Ponds	6:36	7:27	5:32	5:38
Morayfield	n/a	n/a	n/a	n/a
Moree OSS	8:27	8:20	6:17	6:16
Moreland OSS	20:17	21:30	15:15	15:39
Morley	13:27	11:02	10:23	11:04
Morley Medicare	6:35	11:04	9:54	7:59
Mornington	13:55	14:03	9:42	10:34
Mornington Medicare	2:08	2:15	1:41	2:07
Morwell OSS	14:24	13:24	12:10	11:11
Mossman	2:34	2:25	2:05	2:32
Mount Isa OSS	1:33	1:12	1:25	1:16
Mount Ommaney	13:09	16:45	11:37	12:56
Mt Barker	9:55	7:47	5:01	4:58
Mt Druitt	16:08	19:30	22:48	20:45
Mt Gambier OSS	7:36	7:03	6:24	5:30
Mt Gravatt OSS	13:45	12:51	11:20	10:37
Mudgee OSS	8:34	9:13	8:09	8:38
Murray Bridge	7:24	5:22	5:55	5:04
Murwillumbah	7:18	13:44	13:42	12:11
Muswellbrook	6:55	6:01		
Muswellbrook Medicare	n/a	n/a		
Muswellbrook OSS		5:47	7:04	6:59
myGov Brisbane	9:45	9:47	8:39	7:08



<b>Shopfront</b>	<b>Jun 2014</b>	<b>Jul 2014</b>	<b>Aug 2014</b>	<b>Sep 2014</b>
Nambour OSS	15:48	11:34	13:18	12:34
Nambucca Heads OSS	8:36	7:54	7:59	10:10
Narooma OSS	4:57	7:37	6:22	7:07
Narrabri OSS	5:43	4:31	4:59	5:46
Nelson Bay	6:22	8:02	6:56	7:41
Nerang	11:08	9:48	8:15	7:58
Newcastle OSS	8:16	8:33	9:16	8:12
Newman	4:13	7:36	3:46	3:25
Newmarket	17:44	18:37	17:22	15:42
Newport	20:29	18:33	9:15	12:21
Nhulunbuy	3:02	2:22	2:13	1:52
Noarlunga OSS	25:33	23:16	14:55	15:12
Noosa	12:05	9:35	11:25	14:50
Normanton	n/a	n/a	n/a	n/a
North Rockhampton	4:33	4:29	2:43	2:33
North Ryde	8:02	6:30	6:22	4:47
North Sydney	10:39	13:34	8:53	8:41
Northam	9:06	6:23	6:59	8:04
Northcote	6:27	6:59	8:53	6:45
Northern Beaches OSS	16:41	15:37	14:05	13:18
Northern Peninsula	n/a	n/a	n/a	n/a
Northland	6:18	10:06	14:17	10:42
Norwood	2:42	2:52	2:54	2:50
Nowra OSS	9:29	8:13	6:40	6:33
Nundah	6:53	8:25	10:41	
Nundah OSS				9:48
Oakleigh	12:53	10:48	9:15	10:43
Orange	10:52			
Orange Medicare	4:13			
Orange OSS	8:41	10:14	9:54	10:31
Pacific Fair	8:10	8:15	9:44	7:03
Pagewood	8:30	10:11	10:39	10:11
Pakenham	11:18	12:31	11:47	12:28
Palm Beach	11:08	10:51	9:54	10:30
Palm Island OSS	n/a	n/a	n/a	n/a
Palmerston OSS	10:55	16:31	16:57	10:48
Papunya	n/a	3:02	n/a	n/a
Parkes OSS	7:11	6:31	7:13	9:01
Parramatta	35:31	25:35	25:11	27:21
Parramatta Medicare	20:43	20:22	16:26	14:26
Penrith	20:01	20:49	15:51	17:00
Penrith Medicare	6:00	7:03	5:22	6:14
Port Adelaide OSS	12:32	8:57	9:33	12:18

<b>Shopfront</b>	<b>Jun 2014</b>	<b>Jul 2014</b>	<b>Aug 2014</b>	<b>Sep 2014</b>
Port Augusta OSS	4:09	3:14	3:26	3:46
Port Lincoln OSS	7:23	7:00	8:38	9:57
Port Macquarie OSS	9:49	7:27	7:47	12:53
Port Pirie OSS	8:30	9:10	8:57	9:07
Portland OSS	8:38	13:11	5:39	5:31
Prahran Medicare	4:11	7:08	9:50	6:43
Queanbeyan OSS	9:55	9:13	8:21	9:41
Queen Street *	10:26			
Raymond Terrace OSS	7:24	8:14	9:39	8:50
Redfern	4:45	4:13	5:24	4:57
Richmond	3:55	5:06	5:45	4:42
Ringwood	18:19	19:14	16:10	16:29
Ringwood Medicare	8:53	3:13	n/a	n/a
Robina	14:42	18:58	18:12	17:02
Rockdale	23:08	17:57	14:32	12:48
Rockhampton	15:14			
Rockhampton Medicare	n/a			
Rockhampton OSS	18:34	12:49	10:08	7:20
Rockingham	18:38	15:33	15:07	13:08
Rockingham Medicare	12:51	11:47	12:34	12:05
Roma	6:55	4:10	n/a	1:06
Rosebud OSS	14:44	15:38	12:03	11:17
Roselands	8:03	7:01	6:59	6:44
Rosny Park OSS	10:49	8:25	9:24	9:08
Rouse Hill	n/a	n/a	n/a	n/a
Rowville	14:01	14:33	16:58	11:25
Ryde	18:37	18:51	16:41	15:17
Sale	8:07	8:08	6:31	7:16
Sale Medicare	n/a	n/a	n/a	n/a
Salisbury	6:53	7:05	6:36	5:46
Santa Teresa	n/a	n/a	n/a	n/a
Seymour	15:49	7:14	6:53	7:23
Shellharbour	13:51	12:50	13:20	10:35
Shellharbour Medicare	n/a	n/a	n/a	n/a
Shepparton OSS	12:44	17:36	11:52	12:04
Singleton OSS	4:30	3:48	4:06	4:41
Smithfield	3:19	3:38	2:44	2:29
Sorell	n/a	n/a	2:45	n/a
South Brisbane	13:16	10:15	8:25	7:54
South Hedland	8:51	8:11	5:42	5:33
Southland	14:48			
Southport OSS	18:08	13:40	11:02	12:07
Spearwood **	25:28	20:05		

<b>Shopfront</b>	<b>Jun 2014</b>	<b>Jul 2014</b>	<b>Aug 2014</b>	<b>Sep 2014</b>
Spit Junction	5:13	5:18	3:52	3:00
Springvale	17:32	15:35	14:17	16:13
Springwood OSS	8:53	9:54	8:15	7:58
St Marys	16:19	15:12	11:07	10:09
Stanthorpe	7:44	7:19	7:31	8:26
Stawell	9:15	7:24	5:53	6:37
Sth Melbourne	12:34	12:08	8:56	10:16
Stones Corner	6:37	9:10	9:43	9:01
Strathpine OSS	12:40	14:25	13:38	11:38
Subiaco	7:00	7:05	7:57	5:56
Success **		12:29	18:05	15:02
Sunbury	20:28	14:51	10:41	11:11
Sunshine	22:47	25:21	20:41	16:57
Sutherland OSS	20:20	20:51	17:42	11:51
Swan Hill OSS	9:48	7:33	8:10	6:37
Tamworth OSS	4:44	4:07	4:36	4:11
Tangentyere	n/a	n/a	n/a	n/a
Taree OSS	10:03	7:46	7:57	9:08
Tennant Creek	10:09	7:55	5:53	5:37
The Entrance OSS	7:36	9:21	9:53	6:29
The Terrace	16:04	14:09	14:24	15:08
Thursday Island	n/a	1:31	1:26	n/a
Tiwi Islands	3:45	n/a	n/a	8:09
Toombul	12:23	11:20	7:43	
Toowong OSS	9:55	18:45	15:41	12:54
Toowoomba	12:49	8:09	7:56	8:09
Toowoomba Medicare	8:06	7:21	7:57	8:54
Top End East	n/a	n/a	n/a	n/a
Top End West	n/a	n/a	n/a	n/a
Toronto OSS	8:13	8:03	7:31	8:12
Torrensville	7:19	8:17	6:08	6:30
Town Hall Medicare	18:41	22:15	20:04	19:00
Townsville	9:00	6:23		
Townsville City (Shopfront)	n/a	n/a	n/a	n/a
Townsville OSS	15:10	15:21	9:52	7:33
Traralgon	n/a	n/a	n/a	n/a
Tuggerah	2:15	2:31	2:22	1:55
Tuggeranong	7:41	10:49	10:28	
Tuggeranong Medicare	6:33	5:36	5:42	
Tuggeranong OSS			8:30	9:35
Tumut	5:28	5:24	3:36	4:35
Tuncurry OSS	12:31	12:29	7:06	10:42

<b>Shopfront</b>	<b>Jun 2014</b>	<b>Jul 2014</b>	<b>Aug 2014</b>	<b>Sep 2014</b>
Tweed Heads	11:25	9:45		
Tweed Heads Medicare	1:05	n/a		
Tweed Heads OSS		9:33	11:40	12:00
Ulladulla OSS	12:14	10:47	7:54	5:59
Unknown	3:01	1:38	1:34	1:21
Victor Harbor	17:24	20:25	10:43	7:27
Victoria Park	20:22	17:28	17:36	15:20
Wadeye	n/a	n/a	n/a	n/a
Wagga Wagga	13:15	13:21	12:49	14:12
Wagga Wagga Medicare	4:12	3:45	3:51	4:07
Walgett	2:54	3:19	2:04	2:31
Wallsend OSS	8:53	10:16	10:43	10:15
Wangaratta OSS	9:08	10:15	9:06	9:32
Warragul OSS	11:45	11:48	11:05	12:15
Warrawong OSS	8:29	10:15	7:41	7:42
Warriewood	7:01	6:25	10:37	11:45
Warrnambool OSS	14:51	14:49	12:00	10:15
Warwick Grove	27:09	25:52	17:29	13:20
Warwick OSS	9:52	9:49	10:16	8:31
Watergardens	16:30	16:24	10:55	9:59
Waurm Ponds	4:23	6:33	4:59	5:02
Waverley Gardens	2:37	1:20	2:08	2:05
Werribee OSS	22:51	24:55	22:30	22:23
West Lakes	3:45	3:46	2:49	3:48
Western Cape	n/a	n/a	n/a	n/a
Whitfords	10:47	12:49	8:52	12:13
Whyalla OSS	9:06	8:26	7:58	8:24
Windsor	12:34	10:54	11:08	9:57
Windsor OSS				13:43
Woden	11:46	7:19	7:56	7:21
Woden Medicare	5:29	4:46	7:13	6:13
Wodonga	n/a	n/a	n/a	n/a
Wollongong OSS	17:51	13:36	12:14	13:03
Wonthaggi	12:38	13:22	13:35	14:09
Woodridge	27:36	25:27	29:42	17:46
Woy Woy OSS	8:39	11:36	10:27	10:59
Wynnum OSS	12:00	13:55	14:33	12:38
Wynyard	13:54	12:32	10:21	14:31
Wyong	6:32	6:20	7:33	6:51
Yamba	3:08	3:47	3:42	3:10
Yarra	14:36	14:19	11:47	9:25
Yarrabah	n/a	n/a	n/a	n/a
Yass	1:51	n/a	n/a	n/a

<b>Shopfront</b>	<b>Jun 2014</b>	<b>Jul 2014</b>	<b>Aug 2014</b>	<b>Sep 2014</b>
Yeppoon	9:45	5:45	5:47	5:34
Young OSS	10:46	9:06	7:14	8:05
Yuendumu	4:34	3:37	2:24	1:54

\* Queen Street shopfront became myGov Brisbane on 9 June 2014

\*\* Spearwood shopfront moved to Success on 21 July 2014

- c) The following table provides the monthly average wait time for Centrelink related calls for the period June 2014 to September 2014.

<b>Period</b>	<b>Average Speed of Answer (minutes: seconds)</b>
June 2014	15:42
July 2014	17:32
August 2014	14:55
September 2014	16:57

- d) The following table provides the number of successful Centrelink calls in 2013–14 and 2014–15 (as at 30 September 2014). A successful call is defined as a call that accesses the Interactive Voice Response; that is, the call accesses the telephony system.

<b>Financial Year</b>	<b>Successful Calls (rounded to millions)</b>
2013–14	43 million
2014–15 (as at 30 September 2014)	11 million

- e) The following table provides the number of Centrelink inbound calls in 2013–14 and 2014–15 (as at 30 September 2014). Inbound calls are defined as successful calls plus those calls that attempt to access the Interactive Voice Response and receive an engaged signal.

<b>Financial Year</b>	<b>Inbound Calls (rounded to millions)</b>
2013–14	57 million
2014–15 (as at 30 September 2014)	14 million

- f) The department has provided the Ombudsman with a status update as at 30 June 2014 which is attached. The department is currently in consultation with the Ombudsman's office about the status update as at 30 September 2014. This status update was not completed at the time of answering this question.