

## Senate Community Affairs Legislation Committee

### SUPPLEMENTARY BUDGET ESTIMATES – 22 OCTOBER 2015 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** Face to Face Wait Times

**Question reference number:** HS 76

**Senator:** Cameron

**Type of question:** Written

**Date set by the committee for the return of answer:** 11 December 2015

**Number of pages:** 10

#### Question:

In relation to HS 54 from Budget Estimates please update the:

- monthly data tables in answer (a), (b) and (c) for May 2015 to date; and
- 2014-15 data in (d) and (e) to date.

#### Answer:

- a) The following table provides the monthly average wait times for Service Centres for the period May 2015 to October 2015.

Period	Average Wait Time (minutes: seconds)					
	May	Jun	Jul	Aug	Sept	Oct
2015	9:09	9:26	9:51	9:56	9:01	9:52

- b) The following table provides the monthly average wait times by service centre for the period May 2015 to October 2015.

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

Where a site co-located during the period, the figures in the table show the combined figures for the previously existing standalone Service Centre contacts and the One Stop Shop. Co-location dates are shown for sites where this methodology is applied.

Site	Co-location Date	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
Airport West OSS		12:24	17:37	14:24	9:13	9:23	11:06
Aitkenvale OSS		5:35	6:40	6:49	7:22	6:10	5:53
Albany OSS		9:02	10:03	9:56	10:01	10:20	8:55
Albury OSS	15/06/2015	11:23	12:34	12:45	12:50	12:19	12:43
Alice Springs OSS		8:59	10:16	11:04	8:27	8:05	10:56
Ararat OSS		5:32	5:07	6:05	7:10	6:53	7:34
Armadale OSS		11:41	9:02	10:19	12:12	12:30	11:39

Site	Co-location Date	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
Armidale OSS		6:53	7:42	7:22	8:12	7:00	10:38
Ashmore		5:16	4:38	4:33	5:40	6:01	6:32
Atherton OSS		4:39	2:25	3:00	2:29	2:51	2:34
Auburn		6:07	6:15	5:01	5:04	4:20	4:17
Ayr OSS		1:16	1:34	1:31	1:51	1:25	1:42
Bairnsdale OSS		10:03	12:03	12:08	10:23	10:56	13:43
Ballarat OSS		14:24	14:13	15:07	9:45	9:34	11:40
Ballina OSS		5:58	7:41	9:43	8:32	8:43	8:42
Bankstown OSS	31/08/2015	15:22	12:47	12:00	9:51	13:10	11:21
Batemans Bay OSS		10:09	8:44	9:14	7:41	6:34	10:01
Bathurst OSS		15:23	14:08	13:56	13:37	11:28	13:47
Baulkham Hills		13:16	13:09	14:12	15:47	14:17	15:54
Beaudesert		11:25	12:13	12:40	10:58	10:30	12:46
Beenleigh OSS		13:32	13:10	12:41	12:48	11:38	11:47
Bega OSS		8:19	9:17	9:00	10:58	11:36	9:28
Belconnen OSS		7:43	8:41	10:40	11:07	9:31	12:27
Belgrave		9:48	5:44	6:33	6:44	3:38	3:30
Belmont NSW		1:07	n/a	n/a	n/a	n/a	n/a
Belmont WA		n/a	n/a	1:22	10:14	7:02	7:13
Benalla Visiting Service		5:40	7:28	6:38	7:01	7:18	6:11
Bendigo OSS		16:01	15:35	16:53	13:44	9:52	11:12
Berri OSS		5:36	5:07	6:47	5:39	4:13	4:09
Biggera Waters		11:37	9:03	9:05	10:45	9:36	9:56
Biloela		n/a	n/a	n/a	n/a	n/a	n/a
Blacktown OSS		8:44	9:31	14:04	14:20	11:35	11:33
Bondi Junction OSS		12:47	12:05	12:34	11:42	12:29	12:31
Booragoon		2:46	7:42	11:18	9:29	8:32	9:30
Boronia		6:57	8:59	12:17	14:55	12:55	12:28
Borroloola		n/a	n/a	n/a	n/a	n/a	1:02
Bourke		1:38	1:23	1:19	1:25	1:40	2:53
Bowen OSS		1:39	1:50	1:15	1:48	1:37	1:20
Bowral OSS		15:10	18:28	14:01	19:42	15:30	16:47
Box Hill OSS		9:59	9:35	10:20	12:18	10:40	11:04
Braddon OSS		8:55	8:20	11:38	14:21	12:02	13:52
Bridgewater		9:55	9:21	7:35	10:08	7:44	8:48
Broadmeadows OSS		12:51	18:59	12:40	14:07	15:34	12:58
Broken Hill OSS		7:56	8:01	8:37	7:55	8:10	10:12
Broome OSS		4:14	6:32	5:36	5:33	4:01	4:10
Browns Plains		10:24	12:05	14:34	12:32	9:23	10:32
Brunswick Heads		3:50	3:51	4:26	3:51	3:02	4:14
Bunbury OSS		11:07	9:42	11:06	12:50	13:42	12:18
Bundaberg OSS		16:55	14:51	19:45	14:30	12:46	16:00
Burnie OSS		6:49	6:58	9:31	11:55	12:07	12:04

Site	Co-location Date	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
Burwood OSS	17/08/2015	10:40	10:09	9:56	13:22	10:57	14:03
Busselton		7:18	5:48	8:27	9:07	8:07	9:27
Byron Bay		1:28	1:10	n/a	n/a	n/a	n/a
Caboolture OSS		8:50	9:07	9:53	8:27	8:23	8:51
Cabramatta		11:04	10:23	13:29	12:46	10:39	15:13
Cairns Aplin St		7:04	8:06	12:11	14:11	10:53	10:33
Cairns Grafton St OSS		4:04	3:59	4:52	5:47	4:49	5:24
Cairns Remote Services		n/a	n/a	n/a	n/a	n/a	n/a
Caloundra OSS		4:54	6:02	8:43	10:11	6:41	9:19
Camberwell OSS		10:43	10:14	10:35	10:25	10:08	11:44
Camden OSS		17:30	11:41	14:21	12:41	11:52	12:49
Campbelltown OSS		12:28	15:21	16:21	14:20	12:42	16:18
Campsie OSS	13/07/2015	14:32	12:20	10:33	12:13	12:14	13:30
Cannington OSS		14:53	13:32	16:29	14:37	14:01	11:28
Cannonvale		2:02	1:42	1:42	2:11	1:48	2:15
Capalaba OSS		12:03	10:35	13:37	12:21	14:34	15:07
Carindale		6:51	9:41	9:38	6:55	6:11	5:39
Caringbah OSS		11:41	14:32	14:27	16:04	13:38	12:07
Carnarvon		5:00	5:26	5:48	6:48	3:54	5:14
Casino OSS		5:27	5:10	5:18	6:18	4:44	4:13
Castle Hill		5:16	8:23	6:55	8:58	8:56	8:14
Casuarina OSS		10:18	17:44	18:52	14:55	11:37	13:17
Ceduna		n/a	n/a	n/a	n/a	n/a	n/a
Central Remote Servicing Teams		n/a	n/a	n/a		1:19	
Cessnock OSS		7:11	7:36	4:52	7:14	4:31	4:43
Chadstone		4:49	4:35	6:09	6:33	6:20	7:50
Charlestown		6:58	5:46	5:14	8:18	8:09	9:13
Charlestown Medicare		3:03	2:13	3:00	2:45	1:59	1:24
Charleville		4:52	4:12	5:33	5:36	7:08	9:31
Charters Towers		n/a	n/a	n/a	n/a	n/a	n/a
Chatswood OSS	28/09/2015	6:51	8:29	8:37	8:54	8:39	11:54
Cheltenham OSS		12:55	15:51	17:11	17:43	13:58	11:57
Cherbourg		n/a	n/a	n/a	n/a	n/a	n/a
Chermside OSS		10:10	10:00	9:59	12:39	10:23	11:56
Childers		n/a	n/a	n/a	n/a	n/a	n/a
Cleveland OSS		12:36	12:43	10:52	14:41	11:46	14:52
Coffs Harbour OSS		12:09	11:56	8:54	9:07	7:47	11:31
Colac OSS		10:21	8:38	10:29	10:41	8:11	8:52
Cooper Pedy		n/a	n/a	n/a	n/a	n/a	n/a
Cooma OSS		6:47	7:44	7:20	8:55	8:18	9:07
Corio OSS		14:39	12:48	15:43	12:32	11:04	13:00
Corrimal		11:41	6:32	9:45	7:56	7:19	7:55

Site	Co-location Date	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
Cowra OSS		5:21	5:48	6:26	6:05	6:56	6:43
Cranbourne OSS		10:14	14:22	14:15	12:28	12:09	12:41
Dalby OSS		5:11	5:15	5:36	5:02	4:07	4:46
Dandenong OSS		11:06	12:27	10:54	10:32	9:36	8:39
Dapto		11:24	12:12	14:42	14:49	12:19	14:15
Darebin OSS	17/08/2015	9:22	8:40	7:34	9:35	11:12	13:31
Darlinghurst OSS		11:34	12:11	14:35	11:38	11:19	18:00
Darwin OSS		11:13	13:22	16:32	11:13	9:02	9:10
Deception Bay OSS		7:13	6:22	7:32	6:07	7:18	9:55
Deniliquin		4:02	5:26	6:17	3:59	5:29	5:51
Derby		3:38	2:44	5:16	6:48	4:32	4:54
Devonport OSS		9:42	7:21	9:20	10:38	11:28	10:53
Dubbo OSS		13:21	11:02	9:17	11:58	11:57	17:59
Earlville		2:48	3:25	4:42	4:45	4:11	5:07
Echuca OSS		7:53	7:35	8:00	7:03	6:36	8:07
Elizabeth OSS		7:14	6:39	5:52	6:22	6:50	6:36
Emerald OSS		2:32	2:17	2:25	2:17	2:18	3:44
Enfield		3:13	2:14	2:32	2:43	2:22	3:47
Epping		14:22	13:15	7:07	9:43	10:21	12:34
Esperance		5:00	4:13	3:43	4:35	3:30	4:15
Ettalong		6:43	6:26	3:28	8:06	6:25	8:54
Fairfield OSS	7/09/2015	15:46	11:56	10:58	11:19	12:23	13:38
Fitzroy Crossing		1:35	1:12	2:45	2:08	2:01	n/a
Footscray		5:46	5:29	7:05	9:49	8:45	6:24
Fortitude Valley		5:58	6:34	6:52	7:45	5:16	7:29
Fountain Gate OSS	29/06/2015	10:22	10:53	14:01	12:28	12:11	10:54
Frankston OSS		10:22	9:48	11:38	13:51	12:47	13:51
Fremantle		12:06	12:34	13:26	14:13	16:41	15:34
Fremantle Medicare		5:36	5:42	6:42	6:35	5:47	5:45
Galiwinku		n/a	n/a	n/a	n/a	n/a	n/a
Galleria	7/09/2015	3:56	7:39	8:26	7:02	7:35	9:00
Gawler OSS		5:01	5:55	4:09	5:07	5:23	5:47
Geelong OSS		11:14	13:18	12:57	12:31	12:48	15:23
Geraldton OSS		10:50	10:44	12:43	9:17	6:40	6:35
Gin Gin		n/a	n/a	n/a	n/a	n/a	n/a
Gladstone OSS		3:42	4:04	5:12	7:49	6:13	9:03
Glen Innes		4:17	3:20	3:42	4:26	3:29	5:12
Glen Waverley OSS	25/05/2015	9:14	11:58	11:32	13:40	11:22	12:25
Glenelg		8:32	8:21	6:58	7:44	7:56	7:29
Glenorchy OSS		13:17	14:28	13:05	12:51	13:32	12:22
Goodna OSS	25/05/2015	10:38	11:33	11:00	12:05	9:32	9:55
Goondiwindi		5:12	6:10	6:35	6:12	8:04	6:50
Gosford OSS	6/10/2015	5:30	4:58	7:07	7:09	6:14	5:53
Gosnells		13:37	14:04	14:11	13:30	12:31	13:26

Site	Co-location Date	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
Goulburn OSS		10:01	12:51	13:27	11:59	10:44	11:06
Grafton OSS		9:11	8:12	9:22	5:39	5:44	6:15
Greensborough OSS		12:14	13:22	12:18	13:24	13:03	12:17
Griffith OSS		7:47	6:30	7:36	7:47	7:05	7:24
Groote Eylandt		n/a	n/a	n/a	n/a	n/a	n/a
Gungahlin OSS		10:04	10:01	8:57	9:46	8:58	10:41
Gunnedah OSS		4:33	5:08	5:53	7:40	5:42	6:13
Gympie OSS		10:37	10:41	9:24	14:16	9:45	12:57
Halls Creek		1:36	1:27	1:17	1:09	2:02	1:24
Hamilton OSS		9:24	10:24	10:05	9:07	6:55	8:51
Hastings OSS		9:11	7:29	8:27	8:19	8:13	8:35
Hawkesbury OSS		14:44	12:00	14:07	16:59	12:49	12:41
Heidelberg OSS	24/08/2015	9:33	11:25	10:13	8:34	9:17	8:19
Hervey Bay OSS		11:35	13:44	14:11	14:23	11:02	11:32
Highpoint		1:51	6:36	6:34	5:16	8:15	7:47
Hobart OSS		12:17	11:10	12:08	12:53	13:25	15:16
Hornsby		12:27	13:28	17:35	15:01	17:01	18:05
Hornsby Medicare		12:55	11:12	10:09	7:13	5:06	5:25
Horsham OSS		11:44	11:33	15:23	14:57	11:34	14:09
Huonville		n/a	n/a	2:57	5:14	3:35	4:55
Hurstville		9:29	18:15	16:18	16:14	13:46	14:51
Hurstville Medicare		5:26	8:14	8:47	7:40	7:24	8:44
Inala OSS	25/05/2015	9:10	8:44	10:39	14:14	13:03	12:52
Ingham OSS		1:56	1:05	1:10	1:05	n/a	1:09
Ingleburn		14:53	14:13	14:51	15:23	14:33	17:16
Innaloo OSS	15/06/2015	9:24	9:35	14:42	15:10	16:23	12:58
Innisfail OSS		2:08	1:38	1:31	1:35	2:04	2:17
Inverell OSS		6:54	6:17	5:52	6:26	6:17	7:04
Ipswich OSS		10:08	10:36	12:12	14:06	13:17	14:27
Joondalup OSS		11:52	10:50	14:02	17:34	15:13	15:11
Kadina		3:28	3:15	3:28	3:47	4:02	4:53
Kalgoorlie OSS		11:53	12:24	12:24	10:44	10:13	11:12
Karratha		4:03	5:41	4:10	4:07	2:54	3:05
Katherine OSS		7:23	9:13	11:41	8:23	6:10	6:44
Katoomba OSS		5:30	5:08	5:53	7:12	4:53	6:06
Kawana Waters OSS		8:14	7:58	7:01	6:10	6:35	9:49
Kempsey OSS		5:10	5:39	5:59	6:57	6:15	8:14
Kilkenny		1:55	1:37	1:00	1:36	2:46	3:35
Kimberley		n/a	n/a	n/a	n/a	n/a	2:34
Kingaroy OSS		8:40	7:57	8:30	10:51	8:20	10:23
Kingston		n/a	4:37	5:32	8:01	7:14	6:55
Knox City		6:26	7:04	6:13	5:30	5:22	4:21
Kununurra		2:16	2:43	3:37	2:48	2:44	3:16
Kurri Kurri		7:28	6:01	9:06	4:45	3:43	3:44

Site	Co-location Date	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
Lake Haven OSS		8:13	8:58	9:56	7:06	7:03	7:49
Launceston OSS		14:08	13:30	11:12	10:54	9:30	10:30
Laverton		n/a	n/a	n/a	n/a	n/a	n/a
Leeton		4:55	4:32	5:40	5:55	6:05	8:15
Leichhardt OSS		11:24	10:45	13:14	13:35	13:27	14:54
Lightning Ridge		1:24	1:52	1:17	1:26	1:06	1:48
Lilydale OSS		12:04	12:55	11:50	14:09	9:12	10:51
Lismore OSS		10:09	9:22	9:34	8:10	6:45	7:59
Lithgow OSS		9:25	7:38	7:44	8:39	8:53	8:33
Liverpool		18:37	15:09	13:24	11:21	11:18	11:59
Liverpool Medicare		9:57	8:25	8:35	8:28	6:37	9:48
Longreach		n/a	n/a	n/a	n/a	n/a	n/a
Mackay		7:17	7:30	8:35	7:39	6:27	8:20
Mackay Medicare		1:47	1:38	1:43	1:41	2:19	2:16
Maitland OSS		6:43	5:35	5:20	4:56	5:40	5:33
Mandurah OSS		12:26	14:32	15:26	13:58	15:38	12:02
Maningrida		1:12	1:07	n/a	n/a	n/a	n/a
Mareeba		3:04	2:57	4:37	2:50	1:33	1:41
Margate OSS		7:09	8:38	10:55	11:11	9:30	11:04
Marion OSS		8:25	8:11	9:14	8:25	7:17	10:31
Maroochydore OSS	18/05/2015	7:34	8:35	10:02	9:23	8:59	9:27
Maroubra OSS	24/08/2015	9:45	9:57	10:30	11:52	14:13	15:08
Marrickville		13:01	10:59	14:30	13:32	11:08	11:20
Maryborough QLD OSS		10:12	10:03	9:39	7:18	8:09	10:25
Maryborough VIC		4:48	3:49	4:40	3:55	3:51	5:28
Mayfield OSS	6/07/2015	5:50	4:47	4:13	7:18	7:15	7:24
Meekatharra		n/a	n/a	n/a	n/a	n/a	n/a
Melton OSS		10:44	10:22	11:16	9:35	10:03	10:44
Merimbula		n/a	n/a	n/a	1:10	1:52	n/a
Merrylands OSS	21/09/2015	12:02	12:24	14:46	10:11	7:29	9:00
Midland OSS		15:03	16:36	18:35	15:51	11:43	13:19
Mildura OSS		13:00	11:53	14:39	14:03	10:09	11:35
Mirrabooka		9:43	7:40	10:36	14:51	14:29	12:40
Mitchelton OSS		10:18	10:54	12:07	10:29	9:06	9:26
Modbury OSS		6:23	4:40	7:28	8:12	7:59	7:07
Moree OSS		6:30	6:01	5:17	6:08	5:17	4:34
Moreland OSS		18:45	12:48	13:00	14:25	13:23	15:50
Morley OSS		15:14	15:21	16:55	17:04	14:17	14:00
Mornington OSS	27/07/2015	5:37	7:04	9:19	10:17	9:19	10:17
Morwell OSS		11:08	10:15	11:04	7:36	10:15	12:54
Mossman		2:00	2:33	2:54	2:10	1:51	2:01
Mount Isa OSS		1:10	n/a	1:08	n/a	n/a	n/a
MSU 1 Desert Pea		7:51	5:17	5:56	4:13	1:22	1:09

Site	Co-location Date	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
MSU 2 Kangaroo Paw		3:53	1:37				
MSU 3 Golden Wattle		n/a	n/a	2:10	n/a	1:55	5:25
Mt Barker		7:01	7:02	6:05	5:51	5:08	6:05
Mt Druitt		12:43	12:47	14:12	13:50	11:16	12:19
Mt Gambier OSS		4:41	4:44	5:28	6:26	5:31	5:26
Mt Gravatt OSS		7:49	6:50	7:11	7:48	6:41	8:04
Mudgee OSS		8:58	10:50	7:26	7:49	8:43	9:16
Murray Bridge		6:56	6:57	6:19	7:11	6:21	7:18
Murwillumbah		3:36	4:05	2:54	2:49	2:37	3:23
Muswellbrook OSS		4:31	4:26	5:36	5:53	4:33	5:03
myGov Adelaide			2:38	3:05	3:21	5:06	2:33
myGov Brisbane		5:29	5:17	6:31	5:11	5:26	4:48
myGov Perth			4:48	4:26	5:20	5:22	5:28
myGov Sydney		8:26	9:11	10:12	8:28	9:45	10:22
Nambour OSS		7:39	8:58	8:10	10:03	8:40	10:06
Nambucca Heads OSS		6:12	5:59	6:01	5:18	3:45	5:06
Narooma OSS		4:09	4:35	4:25	5:11	5:43	4:52
Narrabri OSS		4:04	5:16	5:00	5:33	5:00	6:15
Nelson Bay		5:04	3:36	3:45	5:38	5:18	6:00
Nerang		9:33	10:00	8:46	9:08	7:33	8:43
Newcastle OSS		8:47	6:56	5:03	6:16	6:09	5:20
Newman		1:50	1:39	1:19	1:20	1:44	1:56
Newmarket OSS	1/06/2015	10:45	14:30	13:29	13:39	11:09	12:29
Newport OSS	10/08/2015	7:20	10:12	10:16	10:30	10:26	9:17
Nhulunbuy		2:36	3:06	5:59	3:35	2:20	1:18
Noarlunga OSS		4:38	5:45	6:34	5:40	5:40	6:03
Noosa		10:35	10:50	10:39	10:33	10:27	10:40
Normanton		n/a	n/a	n/a	n/a	n/a	n/a
North Ryde		2:00	3:52	8:03	5:49	5:21	6:32
Northam		7:16	9:00	7:16	9:29	10:15	12:06
Northern Beaches OSS	19/10/2015	9:25	10:46	11:16	12:41	11:32	11:58
Northern Peninsula		1:12	n/a	n/a	n/a	n/a	n/a
Northern Remote Servicing Teams		n/a	n/a	n/a	n/a	n/a	n/a
Norwood		1:46	2:01	1:06	1:27	1:21	1:29
Nowra OSS		9:42	9:15	9:39	9:55	8:21	9:26
Nundah OSS		8:56	9:57	10:37	11:43	9:37	11:02
Oakleigh OSS	3/08/2015	5:48	6:38	6:08	7:15	7:33	7:40
Orange OSS		9:08	7:26	8:43	9:35	9:59	10:17
Pakenham OSS	29/06/2015	10:25	12:35	7:55	7:31	6:52	9:47
Palm Beach		8:49	7:38	7:17	6:32	4:03	5:39
Palm Island OSS		1:00	2:03	1:26	1:38	1:34	1:08
Palmerston OSS		9:54	16:18	18:24	12:16	9:39	10:30
Parkes OSS		4:55	5:50	5:47	6:32	5:07	6:21

Site	Co-location Date	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
Parramatta OSS	21/09/2015	8:29	8:35	9:16	8:31	7:55	9:24
Penrith OSS		12:36	15:19	14:32	15:35	9:36	11:47
Port Adelaide OSS		4:01	3:51	4:08	5:22	5:41	5:53
Port Augusta OSS		2:23	2:20	1:44	2:24	2:07	2:26
Port Lincoln OSS		6:58	6:48	7:29	8:40	9:10	10:20
Port Macquarie OSS		14:11	11:58	8:33	8:08	5:33	5:16
Port Pirie OSS		3:44	4:47	4:04	5:01	3:59	5:50
Portland OSS		11:33	11:30	9:29	8:58	6:08	4:50
Queanbeyan OSS		9:50	8:31	8:07	7:38	5:34	8:52
Raymond Terrace OSS		8:38	2:34	3:56	4:23	5:02	5:15
Redfern		7:57	6:40	10:01	12:07	10:37	9:25
Ringwood OSS		11:26	15:44	15:27	16:07	12:11	11:56
Robina OSS	29/06/2015	7:44	8:49	14:18	15:01	10:40	10:06
Rockdale		11:12	13:14	13:24	14:22	10:34	11:35
Rockhampton OSS		3:12	3:52	4:19	4:19	5:06	5:34
Rockingham OSS	18/05/2015	12:48	16:36	13:41	16:46	14:40	13:13
Roma		4:05	2:23	3:24	n/a	1:14	2:38
Rosebud OSS		9:14	11:26	14:06	10:48	10:34	9:02
Rosny Park OSS		12:51	13:05	10:39	11:53	10:14	11:38
Rouse Hill		n/a	n/a	n/a	n/a	n/a	n/a
Rowville OSS	15/06/2015	7:19	10:30	11:46	10:54	8:44	9:41
Ryde OSS		14:26	10:40	11:25	11:47	10:38	10:22
Sale OSS		7:07	8:00	9:41	8:35	6:41	8:06
Salisbury		4:38	4:35	3:26	4:02	5:06	5:26
Seymour		8:46	7:43	10:13	11:32	9:05	10:38
Shellharbour OSS	25/05/2015	10:12	10:59	10:42	12:00	10:14	13:19
Shepparton OSS		8:16	9:49	11:09	13:15	11:42	12:19
Singleton OSS		5:22	4:25	4:21	5:06	3:05	4:07
Smithfield		n/a	n/a	n/a	n/a	n/a	n/a
Sorell		n/a	n/a	n/a	n/a	n/a	n/a
South Brisbane		6:18	7:13	9:03	7:14	6:21	7:42
South Hedland		3:47	3:53	5:04	7:45	5:35	4:00
Southport OSS		10:50	11:32	11:14	13:23	12:02	10:28
Spit Junction		2:58	3:38	5:05	4:06	2:07	n/a
Springvale OSS	15/06/2015	8:02	12:11	12:53	13:14	14:47	12:28
Springwood OSS		6:49	7:15	8:06	10:05	9:21	8:44
St Marys		9:54	11:23	12:26	12:41	11:48	15:43
Stanthorpe		4:22	3:58	5:06	4:08	4:21	5:59
Stawell		5:47	6:16	6:55	6:23	8:24	8:29
Sth Melbourne		11:09	13:21	11:59	12:13	10:49	12:15
Stones Corner		5:30	6:23	7:35	8:11	6:28	10:20
Strathpine OSS		7:44	9:10	8:25	9:45	10:28	12:44
Subiaco		7:00	7:12	7:34	8:43	8:10	7:50
Success		13:22	13:30	13:16	13:23	14:41	16:01



Site	Co-location Date	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
Sunbury		10:14	9:29	7:40	8:43	7:49	9:05
Sunshine		11:11	9:41	6:29	5:23	4:39	4:20
Sutherland OSS	12/10/2015	7:52	8:18	8:11	6:43	6:45	9:53
Swan Hill OSS		6:38	7:43	8:02	7:34	6:29	9:30
Tamworth OSS		5:16	4:42	5:22	4:31	3:25	4:51
Tangentyere		n/a	n/a	n/a	n/a	n/a	n/a
Taree OSS		7:57	8:12	6:41	8:59	9:09	9:32
Tennant Creek		3:23	4:35	6:23	5:20	2:37	4:10
The Entrance OSS		8:03	5:40	5:24	6:08	5:21	8:28
The Terrace		15:17	11:20				
Thursday Island		1:10	1:07	1:01	1:31	1:27	1:04
Tiwi Islands		4:37	2:11	3:58	2:34	n/a	n/a
Toowong OSS		12:33	12:42	17:14	15:39	9:34	12:23
Toowoomba OSS		8:22	7:51	7:22	7:07	6:50	6:38
Toronto OSS		5:24	3:56	2:30	4:07	4:16	4:57
Torrensvile OSS	15/06/2015	7:56	7:20	8:13	8:55	8:39	6:02
Townsville City (Shopfront)		n/a	n/a	n/a	n/a	n/a	n/a
Townsville OSS		3:39	3:37	5:26	7:48	5:00	5:42
Traralgon		n/a	n/a	1:40	1:04	n/a	n/a
Tuggeranong OSS		7:06	8:02	8:59	7:14	6:32	9:36
Tumut		4:55	6:49	4:47	3:46	3:53	4:14
Tuncurry OSS		7:34	7:51	7:37	9:49	7:18	8:30
Tweed Heads OSS		7:15	6:58	8:14	9:23	8:19	7:59
Ulladulla OSS		7:44	8:25	8:57	9:21	8:44	9:45
Victor Harbor		6:02	5:45	4:38	4:22	4:49	5:22
Victoria Park		10:20	10:59	12:09	15:33	13:37	12:14
Wadeye		3:43	n/a	n/a	n/a	n/a	n/a
Wagga Wagga OSS		8:00	7:50	9:45	9:51	7:37	9:01
Walgett		1:47	1:09	n/a	1:42	1:20	2:12
Wallsend OSS		7:21	6:33	4:04	5:40	4:33	5:44
Wangaratta OSS		10:42	12:28	10:56	10:10	9:57	9:29
Warragul OSS		9:45	10:31	10:18	10:53	11:27	13:06
Warrawong OSS		7:57	9:01	8:50	7:34	5:55	7:40
Warriewood		7:29	7:27	4:53	1:23	n/a	n/a
Warrnambool OSS		9:29	12:39	11:53	9:39	9:39	9:05
Warwick Grove OSS	14/09/2015	10:41	10:10	12:44	11:52	13:43	16:26
Warwick OSS		6:33	6:44	5:55	6:10	5:53	6:18
Watergardens		9:23	12:06	14:01	16:00	12:21	14:20
Waurm Ponds		6:09	4:54	3:06	2:24	2:55	2:55
Werribee OSS		12:53	14:24	13:51	12:04	11:56	12:36
Western Cape		n/a	n/a	n/a	n/a	n/a	n/a
Whyalla OSS		5:03	5:00	4:08	3:56	4:29	4:36
Windsor OSS		12:06	12:08	12:26	13:22	12:45	12:48

Site	Co-location Date	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
Woden OSS		9:32	10:36	9:23	7:24	6:26	8:52
Wollongong OSS		8:45	12:05	13:21	13:04	8:27	10:11
Wonthaggi		8:11	7:07	7:23	6:42	7:17	9:24
Woodridge OSS		9:22	10:10	12:02	12:52	9:27	11:21
Woy Woy OSS		8:38	9:23	9:34	9:11	9:14	5:33
Wynnum OSS		10:05	12:06	12:13	14:30	12:29	15:53
Wyong OSS	15/06/2015	4:28	4:16	4:42	4:59	5:37	7:16
Yamba		3:44	3:40	4:02	4:06	3:14	4:38
Yarra OSS	24/08/2015	5:58	8:13	10:07	9:15	9:21	11:18
Yarrabah		n/a	n/a	n/a	n/a	n/a	n/a
Yass		1:12	n/a	n/a	n/a	n/a	n/a
Yeppoon		3:18	3:59	3:32	5:05	3:34	3:07
Young OSS		6:42	7:00	7:02	6:36	5:09	5:39
Yuendumu		1:25	n/a	n/a	n/a	n/a	n/a

- c) The following table provides the monthly average wait time for Social Security and Welfare related calls for the period May 2015 to October 2015.

Period	Average Speed of Answer (minutes: seconds)					
	May	Jun	Jul	Aug	Sept	Oct
2015	14:18	14:18	19:48	13:56	10:34	13:00

- b) d) The following table provides the number of successful Centrelink calls in 2014–15 and 2015–16 (as at 31 October 2015). A successful call is defined as a call that accesses the Interactive Voice Response; that is, the call accesses the telephony system.

Financial Year	Successful Calls (rounded to millions)
2014–15	40.0 million
2015–16 (as at 31 October 2015)	13.1 million

- e) The following table provides the number of Centrelink inbound calls in 2014–15 and 2015–16 (as at 31 October 2015). Inbound calls are defined as successful calls plus those calls that attempt to access the Interactive Voice Response and receive an engaged signal.

Financial Year	Inbound Calls (rounded to millions)
2014–15	62.2 million
2015–16 (as at 31 October 2015)	24.2 million