



RESPONSE TO SENATOR WATT REQUEST ON BEHALF OF THE OPPOSITION SENATORS

1) Processing Times

Payment Type	Processing times (days) (as at 28 February 2019)
Age pension	49
Carers Allowance	48
Carer Payment	48
Disability Support	35
Newstart	5
Youth Allowance (Students)	7
Youth Allowance (Jobseeker)	20

Note: Median days to process includes claims that are non-actionable as they wait for required information from the customer. In many instances, information is also required from third parties for Age Pension, Carers Allowance, Carers Payment and Disability Support resulting in longer processing times. See non-actionable below for these payment types.

2) Application Numbers

Payment Type	Number of applications that have waited over 26 weeks (as at 28 February 2019)
	Claims Finalised FYTD
Age pension	13,129
Carers Allowance	4,135
Carers Payments	3,739
Disability Support	7,277
Newstart	5,680
Youth Allowance (Students)	1,940
Youth Allowance (Jobseeker)	865

3) Telephony Average Wait Times

Main Business Line	Telephony average wait times (minutes:seconds) (as at 28 February 2019)
Disabilities, Sickness and Carers	25:31
Employment Services	20:09
Families and Parenting	19:00
Older Australians	26:10
Youth and Students	25:46
Participation	13:46



4) Number of calls that waited over 30 mins

Main Business Lines	2018–19 FYTD (as at 28 February 2019)
Disabilities, Sickness and Carers	333,995
Employment Services	313,015
Families and Parenting	418,817
Older Australians	230,674
Youth and Students	208,048
Participation	41,320

5) **Average Wait Time** for Face to Face services is 15:00 FYTD (Social Security and Welfare and Health combined).

6) Debts

For period 1 July 2016 to 31 December 2018:

Debt Reduced to Non-Zero ¹	34,458
Debt Reduced to Zero ¹	15,721
Debts Waived and/or Written off Permanently ^{2,3}	27,361

¹ The month the change is reported is the month the reassessment or review of the debt was completed which may be different to the month the debt was raised.

² Social Welfare debt may be waived due to being not cost effective to pursue (under \$50), an administrative error or in special and unusual circumstances.

³ A permanent write-off may be applicable in some cases, for example, when the recipient is deceased or has been declared bankrupt.

7) Unauthorised Access and Privacy Breaches

For the period 1 February 2018 to 28 February 2019, there were 14 substantiated cases of unauthorised access by the Department's labour hire staff.

8) – 11) Advertising and Information campaigns

The Department has had no expenditure on advertising or information campaigns this financial year to date, and has no campaigns planned through to 30 June 2019.