

SENATE SUPPLEMENTARY BUDGET ESTIMATES – RESPONSES TO SENATOR RICE LETTER – QUESTIONS 7 & 8

- Question 6 of the Senator’s letter is provided as a separate attachment sourced from data.gov.au – 25 October 2023.

No	Information Request												
7	<p>Percentage of people who have been deemed to be experiencing vulnerability, where the agency has:</p> <ol style="list-style-type: none"> suspended the recovery of a debt for a short period of time; waived recovery of the debt where this is consistent with legislation and policy; provided flexibility for debt repayments based on the customer’s circumstances. <p>Services Australia (the Agency) does not have a single agency-wide ‘vulnerability indicator’, rather the Agency records the customer circumstances on the customer record in a variety of ways. The Agency is able to provide debt information where a debt has been paused or waived. When the Agency pauses or waives a debt, the Agency will consider the individual circumstances of the customer, including any vulnerabilities. For reference, we have included the relevant debt information below for the past 12 months to 31 August 2023:</p> <ul style="list-style-type: none"> • The number of customers who have had a debt raised and waived between 01 Sep 2022 and 31 Aug 2023 is 1,327,881. <ul style="list-style-type: none"> ○ There are a variety of reasons why a debt may be waived at the point of raising, including consideration of special and unusual circumstances. • The number of customers with debts that have been waived after the debt has been raised between 01 Sep 2022 and 31 Aug 2023 is 462,783. <ul style="list-style-type: none"> ○ Again, there are a variety of reasons why a debt may be waived including consideration of special and unusual circumstances. • The number of customers whose debts have been paused between 01 Sep 2022 and 31 Aug 2023 is 69,980. <ul style="list-style-type: none"> ○ These customers have elected for flexible repayment options as they experienced or are experiencing a disaster event or crisis. 												
8a	<p>Update to SQ23-000427 – Telephony Statistics – Mutual Obligations</p> <p>Employment services line received almost 223,000 calls as at 31 August 2023, which is 11.4% vol of the total Social Security and Welfare and 4.7% vol of total Agency calls.</p> <p>Actual figures are:</p> <table border="1" data-bbox="252 1435 1050 1720"> <thead> <tr> <th></th> <th>Calls Received</th> <th>% of SSW and Agency</th> </tr> </thead> <tbody> <tr> <td>EMS</td> <td>222,783</td> <td>11.4%</td> </tr> <tr> <td>SSW</td> <td>1,949,821</td> <td></td> </tr> <tr> <td>Agency</td> <td>4,753,186</td> <td>4.7%</td> </tr> </tbody> </table>		Calls Received	% of SSW and Agency	EMS	222,783	11.4%	SSW	1,949,821		Agency	4,753,186	4.7%
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8b	<p>Update to SQ23-000534 – Customer Satisfaction – Total number of completed surveys</p> <p>In 2022–23, a total of 115,839 customers completed a satisfaction survey, 85,622 completed a trust survey, and a further 3,029 health providers completed the health provider (satisfaction and trust) survey.</p> <p>Satisfaction and Trust surveys completed by Service Brand and channel in 2022-23</p> <table border="1" data-bbox="416 342 1500 1167"> <thead> <tr> <th>Channel</th> <th>Brand</th> <th>Sample</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Face-to-face</td> <td>Centrelink</td> <td>19,161 Satisfaction and 4,818 for Trust</td> </tr> <tr> <td>Health Customer</td> <td>1,201 Satisfaction and 1,203 for Trust</td> </tr> <tr> <td rowspan="2">Online</td> <td>Centrelink</td> <td>30,053 for Satisfaction and 23,663 for Trust</td> </tr> <tr> <td>Health Customer</td> <td>25,243 for Satisfaction and 18,558 for Trust</td> </tr> <tr> <td rowspan="3">Telephony</td> <td>Centrelink</td> <td>21,540 for Satisfaction and 19,610 for Trust</td> </tr> <tr> <td>Health Customer</td> <td>6,228 for Satisfaction and 5,621 for Trust</td> </tr> <tr> <td>Child Support</td> <td>2,812 for Satisfaction and 2,519 for Trust</td> </tr> <tr> <td rowspan="2">Mobile Apps</td> <td>Centrelink</td> <td>4,800 for Satisfaction and 4,815 for Trust</td> </tr> <tr> <td>Health Customer</td> <td>4,801 for Satisfaction and 4,815 for Trust</td> </tr> <tr> <td>Health Provider</td> <td>Pharmacists, Practice Manager Practitioners</td> <td>3,029 for Satisfaction and 3,029 for Trust</td> </tr> </tbody> </table>	Channel	Brand	Sample	Face-to-face	Centrelink	19,161 Satisfaction and 4,818 for Trust	Health Customer	1,201 Satisfaction and 1,203 for Trust	Online	Centrelink	30,053 for Satisfaction and 23,663 for Trust	Health Customer	25,243 for Satisfaction and 18,558 for Trust	Telephony	Centrelink	21,540 for Satisfaction and 19,610 for Trust	Health Customer	6,228 for Satisfaction and 5,621 for Trust	Child Support	2,812 for Satisfaction and 2,519 for Trust	Mobile Apps	Centrelink	4,800 for Satisfaction and 4,815 for Trust	Health Customer	4,801 for Satisfaction and 4,815 for Trust	Health Provider	Pharmacists, Practice Manager Practitioners	3,029 for Satisfaction and 3,029 for Trust
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8c	<p>Update to SQ23-000571 – Telephony – Average Speed of Answer for the 2023-24 Financial Year</p> <p>As at 31 August 2023, this financial year (2023-24) the Social Security & Welfare (including Payments & Integrity), average speed of answer is 30 minutes 21 seconds.</p>																												
8d	<p>Update to SQ23-000576 – Paid Parental Leave Processing Times – Proportion of claims processed within the timeliness standard</p> <p>This financial year 2023-24, as at 31 August 2023, 56.2% of Paid Parental Leave claims were completed within 21 days.</p>																												
8e	<p>Update to SQ23-000580 – Paid Parental Leave Processing Times – Number of claims remain unprocessed outside the timeliness standard</p> <p>16,475 (48.6%) PPL claims on hand over standard as of 31 August 2023.</p>																												