

## SERVICES AUSTRALIA

### SUPPLEMENTARY BUDGET ESTIMATES – RESPONSES TO SENATOR HOLLIE HUGHES’ INFORMATION REQUEST

Request	
1	For the 2023-24 financial year, per claim, non-new claim and work/program, for social security and welfare, health, aged care, child support and emergency claims, respectively, what was the average number of days to process a claim;
2	As at 30 June 2024, per claim, non-new claim and work/program, for social security and welfare, health, aged care, child support and emergency claims, respectively, what was the number of claims received;
3	Number of claims complete; Number of claims on hand;
4	Number of claims on hand that took longer to process than the agreed timeliness standard;
5	Percentage of those claims which took longer to process than the agreed timeliness standard;
6	Social security and welfare by Local Government Area Average Days to Process for the 2023-24 financial year;
7	Health work by Local Government Area Average Days to Process for the 2023-24 financial year;
8	Social security and welfare by Service Zone Average Days to Process for the 2023-24 financial year;
9	Health work by Service Zone Average Days to Process for the 2023-24 financial year;
10	Social security and welfare by Commonwealth Electoral Boundary Average Days to Process for the 2023-24 financial year;
11	Health work by Commonwealth Electoral Boundary Average Days to Process for the 2023-24 financial year;
12	Services Australia Telephony Report for the 2023-24 financial year (that is, Centrelink, Payments and Integrity, Health Customer, Health Provider, Health PBS Authorities and Child Support), detailing total number of calls handled, self-managed, by service officer, terminated by customer, ASA and congestion messages;
13	Number of calls answered over sixty minutes and percentage of calls answered over sixty minutes per program for the 2023-24 financial year;
14	For each of Services Australia’s Major Programs, the health of the project from March 2024, forecast and actual expenditure per each Major Program to date, the Delivery Confidence Assessment of the project and the date of the last assessment, whether the project has been subject to remedial action, and the forecast project end date;
15	For each of Services Australia’s Major Projects, the health of the project from March 2024, forecast and actual expenditure per each Major Program to date, the Delivery Confidence Assessment of the project and the date of the last assessment, whether the project has been subject to remedial action, and the forecast project end date;

<b>Request</b>	
16	Total customer demand and contact, per channel (Face to Face, Telephony (Handled Calls), Social Security claims and non-claims, Health and Child Support work), and overall, for the 2023-24 financial year;
17	Per service centre, the daily, monthly and yearly number of customers attending in the 2023-24 financial year, whether that attendance is a decrease or increase from the previous financial year, and (yearly) average wait time, and the total number of customers who abandoned their visit;
18	Average speed of answer for the Social Work Line and Social Work High Risk Line for the financial year;
19	For the Aged Care Line, the total number of calls, number of answered calls, number of customer terminated calls and average speed of answer for the 2023-24 financial year;
20	For the 2023-24 financial year, the total number of hours spent by staff per function;
21	Latest current and historical workforce headcount profile;
22	Total number of hours spent in the 2024-24 financial year spent processing claims;
23	For each registered project, expenditure over the forward estimates (actual and forecast) from 2024-25 to 2027-28;

<b>Request</b>	
1	For the 2023-24 financial year, per claim, non-new claim and work/program, for social security and welfare, health, aged care, child support and emergency claims, respectively, what was the average number of days to process a claim;
<b>Response</b>	
1.	Available on data.gov.au.

<b>Request</b>	
2.	As at 30 June 2024, per claim, non-new claim and work/program, for social security and welfare, health, aged care, child support and emergency claims, respectively, what was the number of claims received;
<b>Response</b>	
2.	Available on data.gov.au.

<b>Request</b>	
3.	Number of claims complete; Number of claims on hand;
<b>Response</b>	
3.	Available on data.gov.au.

<b>Request</b>	
4.	Number of claims on hand that took longer to process than the agreed timeliness standard;
<b>Response</b>	
4.	Available on data.gov.au.

<b>Request</b>	
5.	Percentage of those claims which took longer to process than the agreed timeliness standard;
<b>Response</b>	
5.	Available on data.gov.au.

<b>Request</b>	
6.	Social security and welfare by Local Government Area Average Days to Process for the 2023-24 financial year;
<b>Response</b>	
6.	Available on data.gov.au.



<b>Request</b>	
7.	Health work by Local Government Area Average Days to Process for the 2023-24 financial year;
<b>Response</b>	
7.	The Agency is not able to produce LGA data for Health activities as the servicing arrangements for Health have not been based on geography for a number of years. There are limitations with the way location data is collected for Health.

<b>Request</b>	
8.	Social security and welfare by Service Zone Average Days to Process for the 2023-24 financial year;
<b>Response</b>	
8.	Services Australia does not routinely produce data reports by Service Zone.

<b>Request</b>	
9.	Health work by Service Zone Average Days to Process for the 2023-24 financial year;
<b>Response</b>	
9.	Services Australia does not routinely produce data reports by Service Zone.

<b>Request</b>	
10.	Social security and welfare by Commonwealth Electoral Boundary Average Days to Process for the 2023-24 financial year;
<b>Response</b>	
10.	Services Australia (the Agency) does not routinely produce data reports by Commonwealth Electoral Boundaries (CEB). The Agency has produced data by CEB by exception only for some emergency events reporting such as for recent natural disasters and the pandemic response.

<b>Request</b>	
11.	Health work by Commonwealth Electoral Boundary Average Days to Process for the 2023-24 financial year;
<b>Response</b>	
11.	Services Australia (the Agency) does not routinely produce data reports by Commonwealth Electoral Boundaries (CEB). The Agency has produced data by CEB by exception only for some emergency events reporting such as for recent natural disasters and the pandemic response.

<b>Request</b>	
12.	Services Australia Telephony Report for the 2023-24 financial year (that is, Centrelink, Payments and Integrity, Health Customer, Health Provider, Health PBS Authorities and Child Support), detailing total number of calls handled, self-managed, by service officer, terminated by customer, ASA and congestion messages;
<b>Response</b>	
12.	Available on data.gov.au.

**Request**

13. Number of calls answered over sixty minutes and percentage of calls answered over sixty minutes per program for the 2023-24 financial year;

**Response**

Call volumes and percentage over 60 minutes for FY 23/24			
Programme	Answered Calls	Calls GTR than 60mins	Percent of Calls Gtr than 60mins
Child Support	1,318,656	1,103	0.1%
Health Customer	1,982,004	6,982	0.4%
Health PBS	3,757,227	-	0.0%
Health Provider	1,645,856	5,978	0.4%
Payments and Integrity	592,917	24	0.0%
Social Security	9,538,673	1,932,468	20.3%
<b>Grand Total</b>	<b>18,835,333</b>	<b>1,946,555</b>	<b>10.3%</b>

<b>Request</b>	
14.	For each of Services Australia’s Major Programs, the health of the project from March 2024, forecast and actual expenditure per each Major Program to date, the Delivery Confidence Assessment of the project and the date of the last assessment, whether the project has been subject to remedial action, and the forecast project end date;
<b>Response</b>	
14.	Refer to the document on the next page. In terms of those programs subject to remedial action, the Agency would need to compile this information manually, therefore the Agency is unable to provide a response to this question as it would represent an unreasonable diversion of resources.



Status September 2024 – April 2024											
Major Programs	Sept 2024	August 2024	July 2024	June 2024	May 2024	April 2024	Full Year Budget 2024-25 \$'000	Actual expenditure at 30 Sep 24 \$'000	Full Year Budget 2025-26 \$'000	Full Year Budget 2026-27 \$'000	Full Year Budget 2027-28 \$'000
Health Delivery Modernisation Program (Phase 3)	▲	▲	▲	▲	◆	◆	14,656	10,608	6,516	4,070	-
Security Risk Management Review Program	◆	●	●	◆	●	●	186,018	28,505	128,490	-	-

Red 
    
 Amber 
    
 Green 

\* The status of a program is reported against a traffic light system of Red, Amber and Green. The status colour is established taking into account key milestones, budget and risk. The resulting colour assists in determining whether remedial activities are required.

\*\* Those programs without budget allocation in a financial year are anticipated to conclude at the end of the financial year where the last budget is identified.

<b>Request</b>	
15.	For each of Services Australia’s Major Projects, the health of the project from March 2024, forecast and actual expenditure per each Major Program to date, the Delivery Confidence Assessment of the project and the date of the last assessment, whether the project has been subject to remedial action, and the forecast project end date;
<b>Response</b>	
15.	Refer to document supplied on the next few pages. In terms of those projects subject to remedial action, the Agency would need to compile this information manually, therefore the Agency is unable to provide a response to this question as it would represent an unreasonable diversion of resources.

Status September 2024 – April 2024

Major Projects	Sept 2024	August 2024	July 2024	June 2024	May 2024	April 2024	Full Year Budget 2024-25 \$'000	Actual expenditure as at 30 Sep 24 \$'000	Full Year Budget 2025-26 \$'000	Full Year Budget 2026-27 \$'000	Full Year Budget 2027-28 \$'000
MyMedicare	●	●	●	◆	◆	◆	11,061	4,286	2,805	2,526	-
Support at Home and Single Assessment Workforce	●	●	●	●	●	●	54,908	12,509	32,312	-	-
Enhanced Paid Parental Leave	▲	●	●	▲	●	▲	16,242	2,499	16,030	6,207	133
Cashless Welfare Reform - Abolish Cashless Debit Card and Reform Income Management	●	●	●	●	●	●	99,212	24,595	132,604	49,469	-
Activity Test changes for Indigenous children	●	●	●	●	●	●	1,315	433	463	451	-
24x7 Registered Nurse Supplement	●	●	●	●	●	●	1,749	298	788	433	-
Pharmaceutical Benefits Scheme (PBS) XML Replacement	▲	●	●	●	●	●	3,272	2,518	685	691	-
Energy Bill Relief Fund	●	●	●	●	●	●	485	198	-	-	-
Places to People: Embedding Choice in Residential Aged Care	●	●	●	●	●	▲	4,910	213	1,632	1,181	-
Chronic Wound Consumables Scheme	◆	▲	●	●	●	▲	10,702	1,854	1,052	1,058	-

Status September 2024 – April 2024

Major Projects	Sept 2024	August 2024	July 2024	June 2024	May 2024	April 2024	Full Year Budget 2024-25 \$'000	Actual expenditure as at 30 Sep 24 \$'000	Full Year Budget 2025-26 \$'000	Full Year Budget 2026-27 \$'000	Full Year Budget 2027-28 \$'000
Product Ordering Portal											
General Practice in Aged Care Incentive	◆	▲	◆	◆	◆	◆	3,511	3,645	768	774	-
Supporting Bulk Billing in General Practice & Medicare Item Maintenance (NIM) System Re-Platforming	●	●	●	●	●	●	694	1,386	466	470	-
Farm Household Allowance realignment	◆	◆	◆	◆	◆	◆	6,517	2,232	2,209	1,778	1,724
CCS and ParentsNext Replacement Service	●	●	●	●	●	●	5,911	690	-	-	-
Equitable and Improved Refundable Accommodation Deposit (RAD)/Refundable Accommodation Contribution (RAC) Information	◆	◆	▲	◆	◆	◆	7,726	1,884	4,150	2,819	2,812
Extend the Temporary Work Bonus Measure	●	●	●	▲	▲	▲	908	285	-	-	-
Youpla Resolution Payment	▲	▲	●	◆	●	●	4,904	1,650	2,874	1,793	-
Extend Employment Nil Rate Period	●	●	●	●	●	▲	4,611	1,186	904	914	925

Status September 2024 – April 2024

Major Projects	Sept 2024	August 2024	July 2024	June 2024	May 2024	April 2024	Full Year Budget 2024-25 \$'000	Actual expenditure as at 30 Sep 24 \$'000	Full Year Budget 2025-26 \$'000	Full Year Budget 2026-27 \$'000	Full Year Budget 2027-28 \$'000
Better Targeting Employment Services	●	●	●	●	●	▲	13,590	4,047	9,328	9,149	9,041
New Pre-Employment Service for Parents	●	●	●	●	●	●	24,524	5,863	7,424	4,938	5,001
Ceasing Services Australia claim verification for Priority Wage Subsidy (PWS) from 1 July 2024	●	●	●	●	●	-	129	112	-	-	-
Additional Visa Conditions and Other Legislative Amendments in Response to the High Court Case NZYQ	▲	▲	●	●	●	●	706	259	-	-	-
Military Invalidation Pension Changes	●	●	●	-	-	-	7,209	1,460	867	877	888
Overseas Health Practitioner Digital Registration	▲	▲	▲	▲	-	-	10,513	1,350	2,711	-	-
Lowering the indexation of HELP debts - Option 2	●	●	●	●	●	-	247	15	-	-	-
Improved Flexibility of Carer Payment 25 hour per week work limit	●	●	●	-	-	-	8,666	768	1,418	1,009	1,014
Paid Parental Leave Superannuation	●	●	●	-	-	-	5,868	594	4,434	1,856	1,879

Status September 2024 – April 2024

Major Projects	Sept 2024	August 2024	July 2024	June 2024	May 2024	April 2024	Full Year Budget 2024-25 \$'000	Actual expenditure as at 30 Sep 24 \$'000	Full Year Budget 2025-26 \$'000	Full Year Budget 2026-27 \$'000	Full Year Budget 2027-28 \$'000
Commonwealth Rent Assistance - Increase Maximum rates	●	●	●	-	-	-	11,387	2,450	369	292	-
A Higher JobSeeker Rate for Recipients with a Partial Capacity to Work	●	●	-	-	-	-	11,347	2,519	5,162	2,404	1,721
New Disability Employment (DES) Reform	●	●	●	●	-	-	16,693	1,835	35,360	24,662	9,061
ICT to enable: New Aged Care Act	●	●	-	-	-	-	41,411	6,234	17,253	12,289	12,085
Allowable Discount Flag	●	●	●	-	-	-	3,743	1,285	435	286	290
ECEC Worker Retention Payments	●	●	●	-	-	-	1,000	386	182	-	-
Removal of Time Limits for Temporary Incapacity Exemptions	●	●	●	●	-	-	8,473	1,805	1,956	1,981	1,986
First Nations Prison to Employment	●	●	●	-	-	-	6,763	602	3,259	3,203	3,235
Removing MRI Eligibility Requirements	▲	▲	-	-	-	-	653	28	11	168	82
Urgent extension of Medicare eligibility to individuals from Israel	●	●	●	-	-	-	667	383	-	-	-

Status September 2024 – April 2024

Major Projects	Sept 2024	August 2024	July 2024	June 2024	May 2024	April 2024	Full Year Budget 2024-25 \$'000	Actual expenditure as at 30 Sep 24 \$'000	Full Year Budget 2025-26 \$'000	Full Year Budget 2026-27 \$'000	Full Year Budget 2027-28 \$'000
and the Occupied Palestinian Territories											
Medicare Integrity Enhancements for Spinal Surgery and Neurosurgery	●	●	-	-	-	-	2,712	236	522	221	211
Strengthening Medicare - Reforming pathology application charging arrangements	▲	▲	-	-	-	-	2,961	386	25	-	-
AIR enhancements for COVID-19 vaccines	●	●	●	●	-	-	5,744	982	574	-	-
Remove ability to Self-Accept Penalties in the Penalty Zone of TCF	●	●	-	-	-	-	1,621	167	-	-	-
2024-25 MBS Enhancements - Psychiatric in-Hospital, Complex Endometriosis & Point of Care testing for STIs	●	●	-	-	-	-	3,402	410	377	-	-
AN-ACC Price Adjustment - Repurpose BCT Classification 4	●	●	●	-	-	-	1,749	727	1	-	-
Freeze Indexation for PBS Co-payment and Phase-in \$1 Discount	●	●	●	-	-	-	1,024	112	-	-	-

Status September 2024 – April 2024

Major Projects	Sept 2024	August 2024	July 2024	June 2024	May 2024	April 2024	Full Year Budget 2024-25 \$'000	Actual expenditure as at 30 Sep 24 \$'000	Full Year Budget 2025-26 \$'000	Full Year Budget 2026-27 \$'000	Full Year Budget 2027-28 \$'000
MyMedicare Software Vendor Integration	●	-	-	-	-	-	7,887	504	-	-	-
MyMedicare my health App	●	-	-	-	-	-	4,039	695	-	-	-
Privately Practising Midwives Access to Professional Indemnity Insurance	●	-	-	-	-	-	1,954	359	307	259	203
Strengthening the integrity of employment services	●	-	-	-	-	-	1,771	292	149	135	137
Social Security Agreement with Uruguay	●	-	-	-	-	-	427	24	11,460	1,554	1,582
Allowing removal of job seekers from the Penalty Zone of the Targeted Compliance Framework in certain circumstances	●	-	-	-	-	-	374	77	60	60	61
Digital Identity Interim Oversight Authority	▲	●	◆	◆	●	●	13,663	2,169	11,951	-	-
National Care and Support Worker Screening Check for National Disability Insurance Scheme	●	●	●	◆	●	●	11,215	2,132	3,751	3,773	2,142



Status September 2024 – April 2024

Major Projects	Sept 2024	August 2024	July 2024	June 2024	May 2024	April 2024	Full Year Budget 2024-25 \$'000	Actual expenditure as at 30 Sep 24 \$'000	Full Year Budget 2025-26 \$'000	Full Year Budget 2026-27 \$'000	Full Year Budget 2027-28 \$'000
Digital ID Exchange - Operate and Enhance	●	●	-	-	-	-	10,328	1,524	10,023	-	-
Digital ID – Verifiable Credentials and Digital Wallets	●	●	-	-	-	-	11,418	1,777	-	-	-
Supporting the Census through myGov	●	●	-	-	-	-	6,446	774	1,583	1,030	-
myGov Security Dashboard - Supporting People to Better Secure their myGov Account	●	●	-	-	-	-	4,992	935	3,281	1,634	980
Expand myGov Support Tool	●	●	-	-	-	-	5,242	885	1,439	1,257	1,248
Improved myGov Inbox And Notifications	●	●	-	-	-	-	8,698	1,296	1,064	872	881
myGov Fraud Prevention (MIRS)	●	●	-	-	-	-	10,854	918	2,762	2,131	2,128
Administrative Review Reforms	●	●	▲	●	●	●	24,433	5,579	12,178	-	-
Establishing the myGov Strategic Planning and Investment Pipeline	●	-	-	-	-	-	6,799	774	6,792	6,888	6,992

Red



Amber



Green



\* The status of a project is reported against a traffic light system of Red, Amber and Green. The status colour is established taking into account key milestones, budget and risk. The resulting colour assists in determining whether remedial activities are required.

\*\* Those projects without budget allocation in a financial year are anticipated to conclude at the end of the financial year where the last budget is identified.

**Request**

16. Total customer demand and contact, per channel (Face to Face, Telephony (Handled Calls), Social Security claims and non-claims, Health and Child Support work), and overall, for the 2023-24 financial year;

**Response**

16.

<b>Customer Demand 2023-2024</b>							
	<b>Handled Calls</b>	<b>Face to Face Contacts</b>	<b>SS Claims</b>	<b>SS NNCLs</b>	<b>Health Work</b>	<b>Child Support Intrays</b>	
<b>Total</b>	<b>53,923,043</b>	<b>10,412,313</b>	<b>3,486,560</b>	<b>12,366,031</b>	<b>15,189,857</b>	<b>3,953,860</b>	<b>99,331,664</b>

**Request**

17. Per service centre, the daily, monthly and yearly number of customers attending in the 2023-24 financial year, whether that attendance is a decrease or increase from the previous financial year, and (yearly) average wait time, and the total number of customers who abandoned their visit;

**Response**

17. Please see the below table and take note:

1. Results in table are for Service Centre locations currently operating.
2. **Total Contacts** results include the number of customer interactions recorded at each location. Therefore, results may involve multiple contacts for the same customer.
3. **Average Daily Contacts** results are calculated by averaging the daily total contacts results within the period, excluding contacts recorded on weekends and public holidays.
4. **Average Monthly Contacts** results are calculated by dividing the total contacts results within the period by 12.
5. Some customers may enter a site to use available services, e.g. Self-Help facilities, without being recorded as a contact.
6. National Results are for all Service Centres.
7. **Average Wait Time** and **Abandoned Contacts** are not currently available for Service Centres operating a NEXA Q-Flow Self-Check-in Kiosk due to a change in the operating system resulting in a delay for curated data.

Service Centre	2023/2024						2023/2024 v 2022/2023	
	Average Daily Contacts	Average Monthly Contacts	Yearly Contacts	Abandoned	AWT	Contacts Increase / Decrease		
						Contacts from 2022/23 + / -	Percentage from 2022/23 +/-	
Airport West	194	4,005	48,060	Not Available	Not Available	8,093	20%	
Aitkenvale	248	5,124	61,487	1,486	11:31	1,901	3%	
Albany	131	2,719	32,625	799	11:39	1,581	5%	
Albury	229	4,773	57,272	701	10:20	4,279	8%	
Alice Springs	222	4,595	55,135	2,473	15:30	9,632	21%	
Ararat	52	1,074	12,889	59	4:53	-1,262	-9%	
Armadale (WA)	196	4,059	48,709	752	11:46	152	0%	
Armidale	112	2,325	27,897	869	11:58	2,148	8%	
Atherton	86	1,776	21,311	61	3:24	407	2%	
Auburn	244	5,076	60,916	629	10:33	8,732	17%	
Ayr	55	1,145	13,735	139	8:51	-577	-4%	
Bairnsdale	133	2,758	33,095	498	10:59	-2,252	-6%	
Ballarat	223	4,606	55,269	750	13:22	5,036	10%	
Ballina	129	2,646	31,756	386	11:16	-566	-2%	
Bankstown	409	7,527	90,322	Not Available	Not Available	12,167	16%	
Batemans Bay	96	1,993	23,919	237	8:01	1,471	7%	
Bathurst	123	2,553	30,632	647	10:38	1,996	7%	
Beaudesert	79	1,638	19,653	111	4:19	748	4%	
Beenleigh	224	4,629	55,543	Not Available	Not Available	8,890	19%	
Bega	69	1,444	17,327	164	8:18	-1,652	-9%	
Belconnen	234	4,833	57,996	180	9:59	1,547	3%	
Belgrave	47	957	11,481	122	9:14	1,567	16%	
Bendigo	230	4,761	57,128	1,402	13:06	3,855	7%	
Berri	91	1,890	22,681	304	10:13	170	1%	
Biggera Waters	195	4,049	48,592	586	11:14	4,927	11%	
Biloela	24	485	5,820	34	2:48	488	9%	
Blacktown	356	7,411	88,928	783	12:49	9,599	12%	
Bondi Junction	162	3,382	40,582	303	12:03	1,869	5%	
Boronia	122	2,513	30,157	362	11:13	1,223	4%	
Borrooloola	16	257	3,082	22	11:49	109	4%	
Bourke	27	553	6,635	76	2:57	407	7%	
Bowen	52	1,069	12,825	227	8:40	-119	-1%	
Bowral	96	1,998	23,973	355	11:01	460	2%	
Box Hill	207	4,269	51,222	858	11:46	8,549	20%	
Bridgewater	65	1,332	15,980	203	10:27	2,166	16%	
Broken Hill	78	1,632	19,586	119	4:40	1,349	7%	
Broome	89	1,844	22,127	457	11:42	2,631	13%	
Browns Plains	221	4,592	55,098	1,121	13:46	3,573	7%	
Brunswick Heads	78	1,627	19,529	133	9:28	3,044	18%	

Service Centre	2023/2024						2023/2024 v 2022/2023	
	Average Daily Contacts	Average Monthly Contacts	Yearly Contacts	Abandoned	AWT	Contacts Increase / Decrease		
						Contacts from 2022/23 + / -	Percentage from 2022/23 +/-	
Bunbury	193	4,007	48,086	1,460	13:54	5,710	13%	
Bundaberg	242	5,012	60,144	1,499	13:57	5,669	10%	
Burnie	99	2,039	24,472	668	11:19	530	2%	
Burwood	231	4,802	57,629	169	11:19	5,365	10%	
Busselton	109	2,270	27,235	273	14:42	1,203	5%	
Butler	74	405	4,862	118	10:17	4,862	Not Available	
Caboolture	272	5,651	67,808	668	10:50	6,340	10%	
Cabramatta	252	5,242	62,904	1,066	10:49	9,978	19%	
Cairns City	345	7,217	86,607	2,929	15:56	-176	0%	
Caloundra	154	3,205	38,465	654	13:00	734	2%	
Camberwell	99	2,048	24,570	538	10:50	3,892	19%	
Camden	164	3,418	41,014	321	10:57	41	0%	
Campbelltown	236	4,911	58,934	977	11:55	6,729	13%	
Campsie	236	4,923	59,076	750	11:40	1,529	3%	
Cannington	291	6,044	72,522	1,636	12:28	1,424	2%	
Cannonvale	46	957	11,482	247	11:00	-235	-2%	
Capalaba	105	2,153	25,837	305	11:11	-1,552	-6%	
Caringbah	116	2,419	29,028	350	10:12	-1,193	-4%	
Carnarvon	41	824	9,886	114	4:47	-711	-7%	
Casino	87	1,805	21,661	217	10:05	200	1%	
Casuarina	259	5,358	64,299	2,200	11:40	3,358	6%	
Ceduna	34	690	8,279	26	10:24	-287	-3%	
Cessnock	98	2,049	24,582	395	10:35	-685	-3%	
Charlestown	159	3,316	39,788	502	10:46	2,635	7%	
Charleville	16	325	3,901	25	2:30	30	1%	
Charters Towers	42	880	10,562	30	3:02	143	1%	
Chatswood	200	4,175	50,094	251	12:37	64	0%	
Cheltenham	193	3,987	47,848	785	11:17	3,989	9%	
Chermside	122	2,536	30,436	646	11:58	-750	-2%	
Cleveland	152	3,157	37,885	112	11:47	-1,617	-4%	
Coffs Harbour	208	4,325	51,904	1,389	12:10	3,772	8%	
Colac	57	1,183	14,196	85	8:42	774	6%	
Cooper Pedy	24	479	5,743	23	9:56	-617	-10%	
Coolaroo	306	6,329	75,942	1,587	10:33	9,945	15%	
Cooma	43	899	10,784	162	6:35	-219	-2%	
Corio	160	3,301	39,613	535	10:26	8,310	27%	
Corrimal	124	2,576	30,916	461	10:08	1,290	4%	
Cowra	62	1,286	15,434	161	9:45	-166	-1%	
Cranbourne	229	4,729	56,751	836	13:12	9,950	21%	

Service Centre	2023/2024						2023/2024 v 2022/2023	
	Average Daily Contacts	Average Monthly Contacts	Yearly Contacts	Abandoned	AWT	Contacts Increase / Decrease		
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Dalby	68	1,404	16,848	24	1:59	-1,648	-9%	
Dandenong	365	7,537	90,445	1,821	13:05	11,581	15%	
Dapto	130	2,704	32,446	224	8:48	3,296	11%	
Darebin	222	4,585	55,019	1,550	12:22	8,212	18%	
Darlinghurst	132	2,752	33,022	416	13:26	-2,921	-8%	
Darwin	137	2,824	33,888	1,576	12:03	1,407	4%	
Deception Bay	150	3,110	37,314	581	10:57	4,373	13%	
Deniliquin	40	825	9,905	14	4:48	165	2%	
Derby	52	1,068	12,816	194	11:13	1,900	17%	
Devonport	146	3,015	36,177	865	13:34	2,408	7%	
Dubbo	172	3,583	42,998	1,484	14:35	70	0%	
Eastgardens	204	4,259	51,113	576	10:30	3,775	8%	
Echuca	101	2,088	25,055	469	10:35	1,726	7%	
Elizabeth	254	5,240	62,878	Not Available	Not Available	9,750	18%	
Emerald	48	989	11,862	189	8:41	-50	0%	
Enfield	156	3,245	38,940	726	10:48	2,880	8%	
Epping	302	6,250	75,003	2,105	11:56	17,395	30%	
Esperance	44	909	10,906	255	7:25	-666	-6%	
Fairfield	391	8,146	97,746	2,336	14:38	13,485	16%	
Fitzroy Crossing	45	874	10,493	366	9:34	2,110	25%	
Footscray	200	4,132	49,580	1,146	11:57	8,840	22%	
Fortitude Valley	145	2,954	35,447	1,088	12:22	-1,028	-3%	
Fountain Gate	238	4,927	59,126	732	13:27	8,662	17%	
Frankston	221	4,567	54,808	1,216	11:29	9,236	20%	
Fremantle	226	4,698	56,375	2,114	12:26	1,124	2%	
Galiwinku	50	963	11,550	272	9:19	2,633	30%	
Gawler	134	2,772	33,259	801	14:10	3,789	13%	
Geelong	222	4,594	55,133	772	12:45	6,508	13%	
Geraldton	142	2,953	35,441	2,087	16:06	-762	-2%	
Gladstone	137	2,835	34,025	893	11:41	1,252	4%	
Glen Innes	44	898	10,778	53	9:07	-690	-6%	
Glen Waverley	148	3,069	36,826	358	11:51	3,346	10%	
Glenelg	114	2,359	28,304	488	10:08	2,165	8%	
Glenorchy	158	3,273	39,278	625	11:18	3,698	10%	
Goodna	209	4,331	51,975	925	11:44	3,872	8%	
Goondiwindi	33	680	8,161	38	2:21	-1,258	-13%	
Gosford	152	3,173	38,078	615	11:50	3,212	9%	
Gosnells	214	4,438	53,254	937	12:12	4,276	9%	
Goulburn	107	2,219	26,630	234	9:12	1,211	5%	

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Grafton	119	2,474	29,693	209	9:48	975	3%	
Greensborough	155	3,209	38,509	676	11:54	4,363	13%	
Griffith	94	1,953	23,436	635	11:50	-796	-3%	
Groote Eylandt	28	499	5,983	51	9:56	11	0%	
Gungahlin	151	3,125	37,496	419	10:13	1,636	5%	
Gunnedah	51	1,063	12,754	198	9:27	-413	-3%	
Gympie	125	2,602	31,222	597	12:01	64	0%	
Halls Creek	42	852	10,220	293	4:03	927	10%	
Hamilton	53	1,096	13,154	45	5:57	166	1%	
Hastings	76	1,581	18,966	216	10:47	1,747	10%	
Hawkesbury	116	2,419	29,027	440	9:58	822	3%	
Heidelberg	102	2,099	25,187	361	11:09	3,602	17%	
Hermannsburg	17	348	4,179	49	4:30	1,023	32%	
Hervey Bay	196	4,062	48,746	996	12:56	4,866	11%	
Hobart	108	2,240	26,881	584	10:31	1,220	5%	
Hornsby	157	3,278	39,337	631	11:07	1,086	3%	
Horsham	69	1,426	17,115	158	9:16	1,580	10%	
Huonville	50	1,013	12,161	23	2:07	1,314	12%	
Hurstville	234	4,874	58,483	928	13:11	2,878	5%	
Inala	281	5,830	69,962	990	12:22	2,433	4%	
Ingham	45	927	11,118	46	8:00	-220	-2%	
Ingleburn	176	3,671	44,055	684	12:04	6,246	17%	
Innaloo	156	3,229	38,751	868	13:10	32	0%	
Innisfail	99	2,041	24,495	241	9:21	405	2%	
Inverell	77	1,595	19,134	123	9:51	171	1%	
Ipswich	227	4,702	56,424	1,005	13:14	6,099	12%	
Joondalup	215	4,454	53,451	1,880	13:27	1,160	2%	
Kadina	73	1,519	18,224	167	9:16	-101	-1%	
Kalgoorlie	111	2,294	27,526	730	10:47	-461	-2%	
Karratha	48	980	11,755	112	8:17	1,079	10%	
Katherine	112	2,315	27,779	849	10:00	-51	0%	
Katoomba	69	1,439	17,272	345	9:29	908	6%	
Kawana Waters	101	2,106	25,273	331	11:00	2,553	11%	
Kempsey	104	2,159	25,904	725	10:43	1,265	5%	
Kilkenny	176	3,657	43,881	842	10:35	1,916	5%	
Kingaroy	104	2,154	25,843	392	10:44	1,162	5%	
Kingston	56	1,135	13,614	40	1:30	1,490	12%	
Kununurra	68	1,398	16,774	933	11:00	27	0%	
Kurri Kurri	53	1,091	13,096	71	9:12	564	5%	



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Lake Haven	143	2,975	35,701	972	13:28	1,812	5%	
Launceston	199	4,115	49,379	1,146	12:58	-1,349	-3%	
Laverton	11	221	2,647	1	0:15	-221	-8%	
Leeton	44	909	10,903	203	8:07	-100	-1%	
Leichhardt	129	2,681	32,173	578	12:28	1,534	5%	
Lilydale	133	2,757	33,083	598	11:17	3,467	12%	
Lismore	134	2,786	33,427	461	10:41	4,692	16%	
Lithgow	61	1,281	15,369	99	8:04	22	0%	
Liverpool	392	8,167	98,005	Not Available	Not Available	-6,999	-7%	
Longreach	13	269	3,226	23	3:32	880	38%	
Mackay	201	4,172	50,065	659	11:13	1,017	2%	
Maitland	137	2,848	34,171	238	10:25	1,896	6%	
Mandurah	228	4,740	56,876	1,313	13:47	3,776	7%	
Maningrida	86	1,693	20,315	15	12:48	-440	-2%	
Mareeba	87	1,799	21,583	136	4:08	-92	0%	
Margate	130	2,700	32,394	305	11:09	1,065	3%	
Marion	241	5,007	60,082	1,401	12:18	1,655	3%	
Maroochydore	161	3,342	40,102	608	11:21	2,723	7%	
Marrickville	122	2,551	30,606	369	8:01	3,179	12%	
Maryborough Qld	131	2,720	32,644	558	11:58	1,519	5%	
Maryborough Vic	71	1,460	17,514	67	4:50	1,504	9%	
Mayfield	105	2,192	26,300	406	10:16	313	1%	
Melton	230	4,747	56,967	561	11:25	14,557	34%	
Merrylands	326	6,790	81,476	494	11:03	9,243	13%	
Midland	254	5,267	63,200	Not Available	Not Available	-272	0%	
Mildura	183	3,786	45,427	1,047	11:55	3,324	8%	
Mirrabooka	228	4,727	56,720	1,890	13:55	-127	0%	
Mitchelton	139	2,880	34,557	429	11:26	2,408	7%	
Modbury	217	4,499	53,982	1,283	12:49	-1,517	-3%	
Moree	57	1,191	14,288	176	12:31	-1,021	-7%	
Moreland	153	3,163	37,953	818	12:17	6,156	19%	
Morley	274	5,681	68,175	1,967	13:15	-1,117	-2%	
Mornington	84	1,726	20,715	109	8:52	3,434	20%	
Morwell	149	3,073	36,880	788	11:04	3,259	10%	
Mossman	44	840	10,077	160	5:46	-2,028	-17%	
Mt Barker	101	2,092	25,103	479	10:51	3,308	15%	
Mt Druitt	317	6,612	79,346	1,177	10:35	6,048	8%	
Mt Gambier	116	2,407	28,878	622	11:56	859	3%	
Mt Gravatt	221	4,586	55,030	1,198	14:31	751	1%	

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Mt Isa	102	2,109	25,308	273	2:45	-2,274	-8%	
Mudgee	67	1,390	16,675	100	6:57	-848	-5%	
Murray Bridge	91	1,894	22,726	365	10:30	389	2%	
Murwillumbah	69	1,429	17,153	88	10:08	1,299	8%	
Muswellbrook	54	1,124	13,492	192	10:48	94	1%	
Nambour	121	2,521	30,247	431	11:16	733	2%	
Nambucca Heads	76	1,576	18,916	401	10:14	415	2%	
Narooma	45	930	11,156	58	3:47	582	6%	
Narrabri	45	947	11,362	204	10:58	-380	-3%	
Nelson Bay	82	1,715	20,579	249	9:59	-527	-2%	
Nerang	143	2,975	35,698	433	11:44	-1,929	-5%	
Newcastle	95	1,975	23,694	511	9:46	783	3%	
Newman	35	723	8,676	35	0:51	981	13%	
Newmarket	118	2,438	29,256	358	12:30	9,474	48%	
Nhulunbuy	55	1,120	13,443	131	10:41	1,706	15%	
Noarlunga	219	4,554	54,651	1,669	15:06	-954	-2%	
Noosa	110	2,279	27,349	546	11:54	556	2%	
Normanton	21	419	5,023	6	1:36	-60	-1%	
Northam	78	1,628	19,539	338	8:24	-454	-2%	
Northern Beaches	209	4,344	52,128	1,378	13:19	3,140	6%	
Northern Peninsula	13	263	3,150	20	0:54	230	8%	
Norwood	177	3,673	44,075	1,032	14:20	6,397	17%	
Nowra	175	3,641	43,686	1,876	13:42	4,329	11%	
Nundah	123	2,555	30,655	399	10:40	2,062	7%	
Oakleigh	176	3,636	43,633	665	11:22	7,735	22%	
Orange	127	2,654	31,842	674	10:14	2,842	10%	
Pakenham	143	2,963	35,554	192	11:52	6,567	23%	
Palm Beach	108	2,256	27,074	224	10:54	-542	-2%	
Palm Island	33	666	7,991	104	0:30	185	2%	
Palmerston	206	4,257	51,082	1,904	12:07	2,765	6%	
Parkes	51	1,064	12,770	88	7:19	-409	-3%	
Parramatta	263	5,477	65,727	1,883	12:05	1,787	3%	
Penrith	230	4,783	57,399	791	9:44	2,455	4%	
Perth City	113	2,305	27,660	Not Available	Not Available	2,712	11%	
Port Adelaide	164	3,405	40,855	870	10:58	337	1%	
Port Augusta	98	2,027	24,323	305	8:25	-2,929	-11%	

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Port Lincoln	84	1,746	20,957	464	10:50	-1,147	-5%	
Port Macquarie	169	3,521	42,257	1,545	12:45	4,001	10%	
Port Pirie	80	1,658	19,898	397	12:49	78	0%	
Portland	49	1,009	12,113	98	5:10	134	1%	
Queanbeyan	100	2,075	24,901	477	10:22	697	3%	
Raymond Terrace	121	2,511	30,127	509	10:30	-334	-1%	
Redfern	184	3,843	46,111	1,710	10:20	6,271	16%	
Ringwood	164	3,381	40,575	535	11:53	5,266	15%	
Robina	147	3,050	36,601	793	13:40	859	2%	
Rockdale	150	3,119	37,422	426	11:21	5,286	16%	
Rockhampton	180	3,737	44,848	1,107	11:38	4,148	10%	
Rockingham	245	5,084	61,003	1,478	12:53	3,560	6%	
Rosebud	108	2,222	26,666	79	10:48	2,652	11%	
Rosny Park	114	2,362	28,349	439	11:21	633	2%	
Rouse Hill	211	4,402	52,827	1,032	11:19	5,553	12%	
Rowville	108	2,224	26,688	569	11:26	4,562	21%	
Ryde	176	3,661	43,929	972	11:48	1,342	3%	
Sale	93	1,913	22,961	337	10:59	2,419	12%	
Salisbury	261	5,415	64,978	1,305	11:58	7,980	14%	
Santa Teresa	13	254	3,052	60	10:46	441	17%	
Seymour	60	1,242	14,907	108	6:58	2,604	21%	
Shellharbour	175	3,646	43,747	428	11:33	479	1%	
Shepparton	258	5,330	63,961	524	10:01	2,486	4%	
Singleton	49	1,006	12,073	151	10:52	407	3%	
Sorell	16	326	3,909	4	0:25	654	20%	
South Brisbane	110	2,277	27,319	353	10:05	-149	-1%	
South Hedland	69	1,412	16,939	389	5:37	448	3%	
Southport	222	4,602	55,229	1,194	11:54	1,460	3%	
Springvale	229	4,715	56,574	634	11:28	7,159	14%	
Springwood	60	1,242	14,900	222	8:23	-680	-4%	
St Marys	163	3,397	40,767	554	9:50	695	2%	
Stanthorpe	49	1,004	12,044	4	7:28	2,243	23%	
Stawell	37	762	9,141	50	4:41	416	5%	
Stones Corner	183	3,791	45,489	712	12:45	1,896	4%	
Strathpine	211	4,381	52,572	585	11:13	5,143	11%	
Success	193	3,995	47,934	885	12:14	57	0%	
Sunbury	89	1,843	22,111	293	8:16	2,486	13%	
Sunshine	320	6,618	79,411	764	8:58	12,484	19%	
Sutherland	121	2,523	30,278	281	11:08	972	3%	

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Swan Hill	72	1,496	17,955	34	9:16	427	2%
Tamworth	181	3,775	45,300	784	11:33	360	1%
Taree	143	2,985	35,820	1,279	13:12	1,486	4%
Tennant Creek	70	1,440	17,281	827	11:54	235	1%
The Entrance	106	2,211	26,527	290	10:21	1,406	6%
Thursday Island	14	280	3,365	8	0:52	497	17%
Tiwi Islands	53	1,053	12,641	288	8:07	-833	-6%
Toowong	139	2,886	34,631	669	13:21	2,286	7%
Toowoomba	311	6,450	77,405	1,911	13:41	706	1%
Toronto	98	2,045	24,541	441	11:23	502	2%
Torrensville	181	3,765	45,185	1,424	14:43	-3,996	-8%
Townsville							
Willows	153	3,177	38,127	442	12:38	3,507	10%
Traralgon	20	415	4,976	4	0:33	-362	-7%
Tuggeranong	148	3,057	36,685	603	11:42	1,778	5%
Tumut	40	817	9,804	43	5:39	-525	-5%
Tuncurry	104	2,160	25,915	421	11:05	-58	0%
Tweed Heads	183	3,811	45,726	1,285	11:49	2,928	7%
Ulladulla	70	1,463	17,550	120	6:46	149	1%
Victor Harbor	85	1,754	21,043	343	12:06	-810	-4%
Victoria Park	216	4,478	53,731	1,670	16:05	1,448	3%
Wadeye	74	1,288	15,457	384	9:33	2,478	19%
Wagga Wagga	181	3,764	45,164	997	12:10	3,101	7%
Walgett	30	609	7,313	9	1:43	-855	-10%
Wallsend	130	2,698	32,380	269	11:38	2,002	7%
Wangaratta	109	2,257	27,086	306	9:24	3,510	15%
Warragul	96	1,990	23,884	406	11:45	2,676	13%
Warrnambool	113	2,333	27,991	455	9:01	-65	0%
Warwick	80	1,638	19,656	249	6:48	-2	0%
Warwick Grove	215	4,458	53,498	744	12:26	1,501	3%
Watergardens	239	4,941	59,291	949	13:42	11,439	24%
Werribee	313	6,471	77,650	1,686	16:21	14,092	22%
Western Cape	16	328	3,938	3	0:11	626	19%
Whyalla	98	2,031	24,373	623	9:52	-530	-2%
Windsor	199	4,105	49,261	1,250	12:26	12,215	33%
Woden	143	2,948	35,378	470	8:57	545	2%
Wollongong	189	3,948	47,372	624	9:45	3,678	8%
Wonthaggi	89	1,835	22,014	195	10:06	1,288	6%
Woodridge	389	8,077	96,918	3,019	13:57	-803	-1%

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Woy Woy	137	2,843	34,121	Not Available	Not Available	1,569	5%	
Wynnum	129	2,680	32,163	376	10:30	-4,213	-12%	
Wyong	80	1,670	20,037	402	10:14	-1,425	-7%	
Yamba	45	933	11,194	116	11:01	447	4%	
Yarra	152	3,137	37,639	1,119	12:04	6,336	20%	
Yarrabah	41	829	9,952	47	3:19	314	3%	
Yass	30	626	7,511	6	3:45	312	4%	
Yeppoon	65	1,348	16,173	78	7:50	67	0%	
Young	59	1,233	14,800	85	10:18	335	2%	
Yuendumu	22	446	5,346	10	3:50	1,756	49%	

**Request**

18. Average speed of answer for the Social Work Line and Social Work High Risk Line for the financial year;

**Response**

18. Please note, the financial year is not specific, therefore we have included the current financial year to date, to 30 September 2024 and the 2023-24 financial year.

<b>Average Speed Answer FYTD 24/25 as at 30 Sep 2024</b>	
<b>Queue</b>	<b>Average Speed Answer</b>
Social Work High Risk	3:08
Social Work	13:33
<b>Total</b>	<b>11:47</b>

<b>Average Speed Answer FY 23/24</b>	
<b>Queue</b>	<b>Average Speed Answer</b>
Social Work High Risk	3:17
Social Work	19:40
<b>Total</b>	<b>15:51</b>

<b>Request</b>	
19.	For the Aged Care Line, the total number of calls, number of answered calls, number of customer terminated calls and average speed of answer for the 2023-24 financial year;
<b>Response</b>	
19.	Available on data.gov.au.

<b>Request</b>	
20.	For the 2023-24 financial year, the total number of hours spent by staff per function;
<b>Response</b>	
20.	Available on data.gov.au.



<b>Request</b>	
21.	Latest current and historical workforce headcount profile;
<b>Response</b>	
21.	<p>This information is available in the Annual Report, Part 11 Appendix A.</p> <ul style="list-style-type: none"> <li>• 2024-25 as at 30 September 2024 – 33,997</li> <li>• 2023-24 as at 30 June 2024 – 33,554</li> <li>• 2022-23 as at 30 June 2023 – 32,412</li> <li>• 2021-22 as at 30 June 2022 – 32,310</li> </ul>

<b>Request</b>	
22.	Total number of hours spent in the 2024-24 financial year spent processing claims;
<b>Response</b>	
22.	Available on data.gov.au.

<b>Request</b>	
23.	For each registered project, expenditure over the forward estimates (actual and forecast) from 2024-25 to 2027-28;
<b>Response</b>	
23.	Refer to document on next page.

Status September 2024 – April 2024											
Major Programs	Sept 2024	August 2024	July 2024	June 2024	May 2024	April 2024	Full Year Budget 2024-25 \$'000	Actual expenditure at 30 Sep 24 \$'000	Full Year Budget 2025-26 \$'000	Full Year Budget 2026-27 \$'000	Full Year Budget 2027-28 \$'000
Health Delivery Modernisation Program (Phase 3)	▲	▲	▲	▲	◆	◆	14,656	10,608	6,516	4,070	-
Security Risk Management Review Program	◆	●	●	◆	●	●	186,018	28,505	128,490	-	-

Red 
 Amber 
 Green 

\* The status of a program is reported against a traffic light system of Red, Amber and Green. The status colour is established taking into account key milestones, budget and risk. The resulting colour assists in determining whether remedial activities are required.

\*\* Those programs without budget allocation in a financial year are anticipated to conclude at the end of the financial year where the last budget is identified.