Chief Executive Officer
David Hazlehurst

Senator Hollie Hughes
Shadow Assistant Minister for the National Disability Insurance Scheme
Shadow Assistant Minister for Mental Health and Suicide Prevention
Senator for New South Wales

Senator the Hon Linda Reynolds CSC
Senator for Western Australia

Senator Kovacic
Senator for New South Wales

For Information:
Senator Marielle Smith
Chair, Community Affairs Committee

Dear Senators

Thank you for your letters on 20 November 2024 and 6 December 2024 regarding the upcoming spillover Estimates hearing of the Senate Community Affairs Legislation Committee on 12 December 2024. I appreciate the advance notice to assist in our preparation for the hearing.

I note in the letter on 20 November 2024, that you have requested Services Australia (the agency) table the information sought at the hearing on 6 November 2024, as well as witnesses to be prepared to answer questions that they took on notice during the hearing. As you know, during Senate estimates committee hearings questions are sometimes taken on notice. Responses to questions taken on notice are drafted and submitted to the relevant Minister for approval before the deadline set by the Committee. The due date for responses to questions on notice from the 6 November hearing is 19 December 2024, and the agency is working to this timeframe.

Regarding the letter from Senator Hughes dated 14 October 2024, I reiterate what I said in my opening statement, the agency is committed to transparency around its service delivery performance. As I undertook at the hearing on 6 November 2024 at Attachment A is an updated response to the Senator Hughes' request. In addition to providing this information ahead of time, we have included guidance for finding this information each quarter on data.gov.au. I also note that of the 23 questions received:

- Responses to 13 questions were provided at the hearing on 6 November 2024.

- Responses to 6 questions were tabled in responses to Questions on Notice asked at Budget Estimates on 2 August 2024.

- The remaining 4 responses have now been provided.

Regarding your letter dated 20 November 2024, at <u>Attachment B</u> is the information being requested.

Both Attachments will be provided in hard copy (3 copies) on the day of the additional hearing to support the committee and witnesses will be ready to answer any questions in relation to this information.

Yours sincerely

David Hazlehurst

11 December 2024

Encl: (2)

SERVICES AUSTRALIA

SUPPLEMENTARY BUDGET ESTIMATES – RESPONSES TO SENATOR HOLLIE HUGHES' INFORMATION REQUEST

Tab	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;

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;

Request
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;

Response

1.	This information has been provided to the committee in a response to a previous Question on Notice from Senator Hollie Hughes, reference SA SQ24-000194.
	As previously advised in SA SQ24-000258, Services Australia (the Agency) does not have data available on average days to process for Social Security and Welfare non-claims. The preparation of information needed to answer this question would require significant effort and would be an unreasonable diversion of Agency resources.
	Previous financial year responses to Questions on Notice referenced historical Program methodology for Health claims. In July 2024, the Agency implemented a new methodology to better delineate between a claim and a non-claim for health, and undertook an extensive review of the work types under each category. To better compare year on year data, previous financial year data has been updated with the new methodology, and therefore may not be consistent with previous responses. The new methodology has also been used for data published on data.gov.au.
	Data.gov.au
	To assist the Committee, please see below steps to find the information online:
	1. On the data.gov.au website select 'Organisations' from the top right menu and enter Services Australia in the search function.
	2. Select Service Australia from the returned results.
	3. Select the hyperlink Services Australia open data datasets and then select Services Australia-Service Delivery quarterly operational data.
	At this point you can select the relevant quarter and download the excel spreadsheet. The data by quarter includes Telephony, Emergency Claims, SSW claims, SSW non-claims, SSW claims by LGA, Health Claims, Health non-claims, Child Support, Face to Face contacts and hours vs work processed.
	Please see the following tables for the information requested.

2023–24 Financial Year: Social Security and Welfare claims Average Days to Process		
Financial Year	**Service Reason**	**Average Days to Process**
2023–24	ABSTUDY - Non-Schooling A	28
2023–24	ABSTUDY - PES	11
2023–24	ABSTUDY - Schooling A	22
2023–24	ACCS CWB Application	11
2023–24	ACCS CWB Certificate - Exc Circ - SA	12
2023–24	ACCS CWB Determination - Exc Circ - SA	12
2023–24	ACCS Grandparent	47
2023–24	ACCS Temporary Financial Hardship	51
2023–24	ACCS Transition to Work	68
2023–24	Age Pension	76
2023–24	Assistance for Isolated Children	0
2023–24	Austudy	56
2023–24	Carer Allowance	42
2023–24	Carer Payment	54
2023–24	Child Care Subsidy	24
2023–24	Crisis Payment	3
2023–24	Dad and Partner Pay	63
2023–24	Disability Support Pension	93
2023–24	Double Orphan Pension	8
2023–24	Essential Medical Equipment	42
2023–24	Ex-Carer Allowance (Child) Health Care Card	8
2023–24	Family Tax Benefit Lump Sum	13
2023–24	Family Tax Benefit New Claim	47
2023–24	Fares Allowance	0
2023–24	Farm Household Allowance	48
2023–24	Foster Child Health Care Card	22
2023–24	Home Equity Access Scheme	65
2023–24	JobSeeker Payment	22
2023–24	Low Income Card	53
2023–24	Mobility Allowance	29
2023–24	Paid Parental Leave	25
2023–24	Parenting Payment Partnered	52
2023–24	Parenting Payment Single	28
2023–24	Pensioner Education Supplement	20
2023–24	Seniors Health Card	42
2023–24	Special Benefit	20
2023–24	Stillborn Baby Payment	8
2023–24	Tertiary Access Payment	42
2023–24	Youth Allowance Apprentice	62
2023–24	Youth Allowance Jobseekers	26
2023–24	Youth Allowance Students	54

2023–24 Financial Year: Health Activities (including Aged Care) Average Days to Process			
Financial Year	**Program**	**Program Process**	**Average Days to Process**
2023–24	Aged Care - Customer	Claim	52
2023–24	Aged Care - Customer - Home Care	Claim	42
2023–24	Aged Care - Customer - Resi Care	Claim	46
2023–24	Aged Care - Provider	Claim	10
2023–24	Aged Care - Provider - Home Care	Claim	33
2023–24	Australian Immunisation Register	Claim	6
2023–24	Australian Organ Donor Register	Claim	10
2023–24	Bulk Bill	Claim	3
2023–24	Complex Drugs	Claim	6
2023–24	Continence Aids Payment Scheme	Claim	49
2023–24	Disaster Health Care Assistance Scheme	Claim	14
2023–24	eBusiness	Claim	19
2023–24	External Breast Prosthesis	Claim	6
2023–24	Healthcare Identifiers	Claim	8
2023–24	Incentives	Claim	0
2023–24	Medicare Eligibility & Enrolment	Claim	49
2023–24	Medicare Entitlement statement	Claim	82
2023–24	Medicare Safety Net	Claim	15
2023–24	Organisation Register	Claim	12
2023–24	Patient Claims	Claim	9
2023–24	PBS Patient Refunds	Claim	119
2023–24	PBS Safety Net	Claim	98
2023–24	Pharmaceutical Benefits Scheme	Claim	6
2023–24	Provider Registration	Claim	17
2023–24	Simplified Billing	Claim	4
2023–24	Veterans Affairs Processing	Claim	5
2023–24	Aged Care - Customer	Non Claim	18
2023–24	Aged Care - Customer - Resi Care	Non Claim	148
2023–24	Aged Care - Provider	Non Claim	96
2023–24	Aged Care - Provider - Home Care	Non Claim	70
2023–24	Australian Immunisation Register	Non Claim	10
2023–24	Australian Organ Donor Register	Non Claim	20
2023–24	Boutique	Non Claim	36
2023–24	Bulk Bill	Non Claim	154
2023–24	Complex Drugs	Non Claim	4
2023–24	Continence Aids Payment Scheme	Non Claim	60
2023–24	eBusiness	Non Claim	89
2023–24	eServices	Non Claim	75
2023–24	Healthcare Identifiers	Non Claim	16

2023–24 Financial Year: Health Activities (including Aged Care) Average Days to Process			
Financial Year	**Program**	**Program Process**	**Average Days to Process**
2023–24	Home Vacation Review	Non Claim	151
2023–24	Incentives	Non Claim	11
2023–24	Medicare Eligibility & Enrolment	Non Claim	29
2023–24	Medicare Entitlement statement	Non Claim	69
2023–24	Medicare Payments - Customer	Non Claim	54
2023–24	Medicare Payments - Provider	Non Claim	172
2023–24	Medicare Safety Net	Non Claim	194
2023–24	Organisation Register	Non Claim	66
2023–24	Patient Claims	Non Claim	63
2023–24	Pharmaceutical Benefits Scheme	Non Claim	7
2023–24	Provider Registration	Non Claim	8
2023–24	Simplified Billing	Non Claim	247
2023–24	Veterans Affairs Processing	Non Claim	30

2023–24 Financial Year: Child Support Intrays Average Days to Process		
Financial Year	**Service Reason**	**Average Days to Process**
2023–24	Intrays	15

2023–24 Financial Year: Emergency claims Average Days to Process		
Financial Year	**Payment Type**	**Average Days to Process**
2023–24	Disaster Recovery Allowance	18
2023–24	Disaster Recovery Payment	5
2023–24	NZ Disaster Recovery Allowance	2
2023–24	NZ Disaster Recovery Payment	7

Request
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;

Response
2.	This information has been provided to the committee in a response to a previous Question on Notice from Senator Hollie Hughes, reference SA SQ24-000194.

Previous financial year responses to Questions on Notice referenced historical Program methodology for Health claims. In July 2024, the Agency implemented a new methodology to better delineate between a claim and a non-claim for health, and undertook an extensive review of the work types under each category. To better compare year on year data, previous financial year data has been updated with the new methodology, and therefore may not be consistent with previous responses. The new methodology has also been used for data published on data.gov.au.

Data.gov.au

To assist the Committee, please see below steps to find the information online:

1. On the data.gov.au website select 'Organisations' from the top right menu and enter Services Australia in the search function.
2. Select Service Australia from the returned results.
3. Select the hyperlink Services Australia open data datasets and then select Services Australia-Service Delivery quarterly operational data.

At this point you can select the relevant quarter and download the excel spreadsheet. The data by quarter includes Telephony, Emergency Claims, SSW claims, SSW non-claims, SSW claims by LGA, Health Claims, Health non-claims, Child Support, Face to Face contacts and hours vs work processed.

Please see the following tables for the information requested.

	2023–24 Financial Year: Social Security and Welfare Claims Inflow	
Financial Year	**Service Reason**	**Inflow**
2023–24	ABSTUDY - Non-Schooling A	18,089
2023–24	ABSTUDY - PES	988
2023–24	ABSTUDY - Schooling A	5,542
2023–24	ACCS CWB Application	82,524
2023–24	ACCS CWB Certificate - Exc Circ - SA	1,918
2023–24	ACCS CWB Determination - Exc Circ - SA	2,742
2023–24	ACCS Grandparent	3,129
2023–24	ACCS Temporary Financial Hardship	15,944
2023–24	ACCS Transition to Work	15,660
2023–24	Age Pension	183,026
2023–24	Assistance for Isolated Children	8,248
2023–24	Austudy	44,953
2023–24	Carer Allowance	129,448
2023–24	Carer Payment	85,372
2023–24	Child Care Subsidy	438,309
2023–24	Crisis Payment	140,451
2023–24	Dad and Partner Pay	11,932
2023–24	Disability Support Pension	111,941
2023–24	Double Orphan Pension	170
2023–24	Essential Medical Equipment	9,598
2023–24	Ex-Carer Allowance (Child) Health Care Card	5,013
2023–24	Family Tax Benefit Lump Sum	40,774
2023–24	Family Tax Benefit New Claim	390,788
2023–24	Fares Allowance	2,564
2023–24	Farm Household Allowance	1,724
2023–24	Foster Child Health Care Card	1,381
2023–24	Home Equity Access Scheme	5,420
2023–24	JobSeeker Payment	563,283
2023–24	Low Income Card	144,948
2023–24	Mobility Allowance	7,082
2023–24	Paid Parental Leave	409,243
2023–24	Parenting Payment Partnered	48,680
2023–24	Parenting Payment Single	171,076
2023–24	Pensioner Education Supplement	27,972
2023–24	Seniors Health Card	82,165
2023–24	Special Benefit	14,452
2023–24	Stillborn Baby Payment	1,741
2023–24	Tertiary Access Payment	7,805
2023–24	Youth Allowance Apprentice	8,418
2023–24	Youth Allowance Jobseekers	100,011
2023–24	Youth Allowance Students	142,036

2023–24 Financial Year: Social Security and Welfare Non-New Claims Inflow		
Financial Year	**Work Type Category**	**Inflow**
2023–24	ABSTUDY	97,152
2023–24	Boutique	411,778
2023–24	Carers	190,689
2023–24	Complex Assessment	81,297
2023–24	Customer Services	463,443
2023–24	Deduction and Confirmation	37,248
2023–24	Disabilities	298,334
2023–24	Emergency	154
2023–24	Families and Child Care	1,154,167
2023–24	General	7,314,837
2023–24	Intensive Services	135,733
2023–24	International	359,296
2023–24	Job Seekers	706,282
2023–24	Older Australians	162,487
2023–24	Other	38,830
2023–24	Parenting	73,907
2023–24	Students and Trainees	278,129

2023–24 Financial Year: Health Activities (including Aged Care) Inflow			
Financial Year	**Program**	**Program Process**	**Inflow**
2023–24	Aged Care - Customer	Claim	2,782
2023–24	Aged Care - Customer - Home Care	Claim	22,867
2023–24	Aged Care - Customer - Resi Care	Claim	94,304
2023–24	Aged Care - Provider	Claim	46,147
2023–24	Aged Care - Provider - Home Care	Claim	43
2023–24	Australian Immunisation Register	Claim	11,778
2023–24	Australian Organ Donor Register	Claim	11,183
2023–24	Bulk Bill	Claim	3,661,917
2023–24	Complex Drugs	Claim	332,608
2023–24	Continence Aids Payment Scheme	Claim	52,131
2023–24	Disaster Health Care Assistance Scheme	Claim	984
2023–24	eBusiness	Claim	53,640
2023–24	External Breast Prosthesis	Claim	14,890
2023–24	Healthcare Identifiers	Claim	13,199
2023–24	Incentives	Claim	17,807
2023–24	Medicare Eligibility & Enrolment	Claim	1,146,985
2023–24	Medicare Entitlement statement	Claim	318,917
2023–24	Medicare Safety Net	Claim	57,378
2023–24	Organisation Register	Claim	950

2023–24 Financial Year: Health Activities (including Aged Care) Inflow			
Financial Year	**Program**	**Program Process**	**Inflow**
2023–24	Patient Claims	Claim	4,142,313
2023–24	PBS Patient Refunds	Claim	43,159
2023–24	PBS Safety Net	Claim	238,408
2023–24	Pharmaceutical Benefits Scheme	Claim	47,653
2023–24	Provider Registration	Claim	142,866
2023–24	Simplified Billing	Claim	1,315,466
2023–24	Veterans Affairs Processing	Claim	1,633,019
2023–24	Aged Care - Customer	Non Claim	56,474
2023–24	Aged Care - Customer - Resi Care	Non Claim	2,233
2023–24	Aged Care - Provider	Non Claim	15,349
2023–24	Aged Care - Provider - Home Care	Non Claim	7,093
2023–24	Australian Immunisation Register	Non Claim	1,096,720
2023–24	Australian Organ Donor Register	Non Claim	1,118
2023–24	Boutique	Non Claim	222,213
2023–24	Bulk Bill	Non Claim	38,030
2023–24	Complex Drugs	Non Claim	288
2023–24	Continence Aids Payment Scheme	Non Claim	2,747
2023–24	eBusiness	Non Claim	18,955
2023–24	eServices	Non Claim	60,727
2023–24	Healthcare Identifiers	Non Claim	45
2023–24	Home Vacation Review	Non Claim	15,095
2023–24	Incentives	Non Claim	13,692
2023–24	Medicare Eligibility & Enrolment	Non Claim	21,976
2023–24	Medicare Entitlement statement	Non Claim	8,603
2023–24	Medicare Payments - Customer	Non Claim	1,357
2023–24	Medicare Payments - Provider	Non Claim	3,681
2023–24	Medicare Safety Net	Non Claim	4,794
2023–24	Organisation Register	Non Claim	12
2023–24	Patient Claims	Non Claim	94,777
2023–24	Pharmaceutical Benefits Scheme	Non Claim	45,079
2023–24	Provider Registration	Non Claim	325
2023–24	Simplified Billing	Non Claim	25,257
2023–24	Veterans Affairs Processing	Non Claim	9,823

2023–24 Financial Year: Child Support Intrays Inflow		
Financial Year	**Service Reason**	**Inflow**
2023/2024	Intrays	3,953,860

2023–24 Financial Year: Emergency Claims Inflow		
Financial Year	**Payment Type**	**Inflow**
2023/2024	Disaster Recovery Allowance	7,686
2023/2024	Disaster Recovery Payment	153,950
2023/2024	NZ Disaster Recovery Allowance	583
2023/2024	NZ Disaster Recovery Payment	2,730

Request
3. Number of claims complete; Number of claims on hand;

Response
3. This information has been provided to the committee in a response to a previous Question on Notice from Senator Hollie Hughes, reference SA SQ24-000194.

Previous financial year responses to Questions on Notice referenced historical Program methodology for Health claims. In July 2024, the Agency implemented a new methodology to better delineate between a claim and a non-claim for health, and undertook an extensive review of the work types under each category. To better compare year on year data, previous financial year data has been updated with the new methodology, and therefore may not be consistent with previous responses. The new methodology has also been used for data published on data.gov.au.

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Please see the following tables for the information requested.

2023–24 Financial Year: Social Security and Welfare Claims Completed and On Hand			
Financial Year	**Service Reason**	**Processed**	**On Hand**
2023/2024	ABSTUDY - Non-Schooling A	17,704	1,400
2023/2024	ABSTUDY - PES	992	25
2023/2024	ABSTUDY - Schooling A	5,587	65
2023/2024	ACCS CWB Application	85,230	492
2023/2024	ACCS CWB Certificate - Exc Circ - SA	1,795	23
2023/2024	ACCS CWB Determination - Exc Circ - SA	2,662	29
2023/2024	ACCS Grandparent	3,500	179
2023/2024	ACCS Temporary Financial Hardship	18,359	1,027
2023/2024	ACCS Transition to Work	19,399	976
2023/2024	Age Pension	177,277	29,224
2023/2024	Assistance for Isolated Children	8,242	12
2023/2024	Austudy	42,349	7,796
2023/2024	Carer Allowance	136,024	4,563
2023/2024	Carer Payment	94,408	5,626
2023/2024	Child Care Subsidy	460,170	7,075
2023/2024	Crisis Payment	140,680	402
2023/2024	Dad and Partner Pay	21,421	6
2023/2024	Disability Support Pension	113,173	26,893
2023/2024	Double Orphan Pension	152	1
2023/2024	Essential Medical Equipment	10,065	619
2023/2024	Ex-Carer Allowance (Child) Health Care Card	5,012	56
2023/2024	Family Tax Benefit Lump Sum	41,511	731
2023/2024	Family Tax Benefit New Claim	417,426	9,825
2023/2024	Fares Allowance	2,542	8
2023/2024	Farm Household Allowance	1,387	473
2023/2024	Foster Child Health Care Card	1,421	43
2023/2024	Home Equity Access Scheme	5,411	912
2023/2024	JobSeeker Payment	606,451	9,036
2023/2024	Low Income Card	157,154	2,458
2023/2024	Mobility Allowance	6,866	711
2023/2024	Paid Parental Leave	429,903	5,205
2023/2024	Parenting Payment Partnered	55,331	1,223
2023/2024	Parenting Payment Single	176,547	2,860
2023/2024	Pensioner Education Supplement	28,663	1,783
2023/2024	Seniors Health Card	89,128	2,237
2023/2024	Special Benefit	15,222	320
2023/2024	Stillborn Baby Payment	1,734	48
2023/2024	Tertiary Access Payment	7,764	378
2023/2024	Youth Allowance Apprentice	7,592	2,071
2023/2024	Youth Allowance Jobseekers	106,892	2,029
2023/2024	Youth Allowance Students	137,492	16,534

2023–24 Financial Year: Health Activities (Including Aged Care) Completed and On Hand				
Financial Year	**Program**	**Type**	**Processed**	**On Hand**
2023/24	Aged Care - Customer	Claim	2,182	990
2023/24	Aged Care - Customer - Home Care	Claim	24,543	2,151
2023/24	Aged Care - Customer - Resi Care	Claim	99,023	9,303
2023/24	Aged Care - Provider	Claim	46,918	810
2023/24	Aged Care - Provider - Home Care	Claim	55	4
2023/24	Australian Immunisation Register	Claim	13,540	88
2023/24	Australian Organ Donor Register	Claim	11,525	5
2023/24	Bulk Bill	Claim	3,704,926	5,279
2023/24	Complex Drugs	Claim	338144	1,539
2023/24	Continence Aids Payment Scheme	Claim	52,555	2,808
2023/24	Disaster Health Care Assistance Scheme	Claim	1032	13
2023/24	eBusiness	Claim	44,863	1,752
2023/24	External Breast Prosthesis	Claim	15,725	6
2023/24	Healthcare Identifiers	Claim	13,060	100
2023/24	Incentives	Claim	17,751	33
2023/24	Medicare Eligibility & Enrolment	Claim	1,228,889	19,497
2023/24	Medicare Entitlement statement	Claim	297,292	31,734
2023/24	Medicare Safety Net	Claim	58167	613
2023/24	Organisation Register	Claim	1,087	8
2023/24	Patient Claims	Claim	4,310,833	6,805
2023/24	PBS Patient Refunds	Claim	40,150	12,488
2023/24	PBS Safety Net	Claim	254,995	26,807
2023/24	Pharmaceutical Benefits Scheme	Claim	46,310	453
2023/24	Provider Registration	Claim	146,145	1,048
2023/24	Simplified Billing	Claim	1,318,289	6,955
2023/24	Veterans Affairs Processing	Claim	1,638,198	15,053

2023–24 Financial Year: Child Support Intrays Completed and On Hand			
Financial Year	**Service Reason**	**Processed**	**On Hand**
2023/2024	Intrays	3,979,032	144,821

2023–24 Financial Year: Emergency Claims Completed and On Hand			
Financial Year	**Payment Type**	**Processed**	**On Hand**
2023/2024	Disaster Recovery Allowance	6,157	36
2023/2024	Disaster Recovery Payment	126,387	205
2023/2024	NZ Disaster Recovery Allowance	405	3
2023/2024	NZ Disaster Recovery Payment	2,306	10

Request
4.	Number of claims on hand that took longer to process than the agreed timeliness standard;

Response
4.	This information has been provided to the committee in a response to a previous Question on Notice from Senator Hollie Hughes, reference SA SQ24-000194.

Previous financial year responses to Questions on Notice referenced historical Program methodology for Health claims. In July 2024, the Agency implemented a new methodology to better delineate between a claim and a non-claim for health, and undertook an extensive review of the work types under each category. To better compare year on year data, previous financial year data has been updated with the new methodology, and therefore may not be consistent with previous responses. The new methodology has also been used for data published on data.gov.au.

Data.gov.au

To assist the Committee, please see below steps to find the information online:

1. On the data.gov.au website select 'Organisations' from the top right menu and enter Services Australia in the search function.
2. Select Service Australia from the returned results.
3. Select the hyperlink Services Australia open data datasets and then select Services Australia-Service Delivery quarterly operational data.

At this point you can select the relevant quarter and download the excel spreadsheet. The data by quarter includes Telephony, Emergency Claims, SSW claims, SSW non-claims, SSW claims by LGA, Health Claims, Health non-claims, Child Support, Face to Face contacts and hours vs work processed.

Please see the following tables for the information requested. |

Social Security and Welfare Claims processed				
Financial Year	**Within**	**Within %**	**Over standard**	**Over standard %**
2023-24	1,832,461	58%	1,321,097	42%

Health Claims processed				
Financial Year	**Within**	**Within %**	**Over standard**	**Over standard %**
2023-24	5,497,477	40%	8,228,720	60%

Request
5. Percentage of those claims which took longer to process than the agreed timeliness standard;
Response
5. This information has been provided to the committee in a response to a previous Question on Notice from Senator Hollie Hughes, reference SA SQ24-000194.

Previous financial year responses to Questions on Notice referenced historical Program methodology for Health claims. In July 2024, the Agency implemented a new methodology to better delineate between a claim and a non-claim for health, and undertook an extensive review of the work types under each category. To better compare year on year data, previous financial year data has been updated with the new methodology, and therefore may not be consistent with previous responses. The new methodology has also been used for data published on data.gov.au.

Data.gov.au

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Please see the following tables for the information requested. |

Social Security and Welfare Claims processed				
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Health Claims processed				
Financial Year	**Within**	**Within %**	**Over standard**	**Over standard %**
2023-24	5,497,477	40%	8,228,720	60%

Request	
6.	Social security and welfare by Local Government Area Average Days to Process for the 2023-24 financial year;
Response	
6.	This information has been provided to the committee in a response to a previous Question on Notice from Senator Hollie Hughes, reference SQ24-000201. Please note, since tabling, some adjustments were completed on the data, where the customer's state according to postcode, did not align with the state of the local government area due to geographical boundaries. **Data.gov.au** To assist the Committee, please see below steps to find the information online: 1. On the data.gov.au website select 'Organisations' from the top right menu and enter Services Australia in the search function. 2. Select Service Australia from the returned results. 3. Select the hyperlink Services Australia open data datasets and then select Services Australia-Service Delivery quarterly operational data. At this point you can select the relevant quarter and download the excel spreadsheet. The data by quarter includes Telephony, Emergency Claims, SSW claims, SSW non-claims, SSW claims by LGA, Health Claims, Health non-claims, Child Support, Face to Face contacts and hours vs work processed. Please see the following tables for the information requested.

State	Local Government Area	Completed	Average Days to Process
ACT	Unincorp. Other Territories	58	36.8
ACT	Unincorporated ACT	48,415	37.1
ACT	Unknown	799	12.0
NSW	Albury	9,238	33.7
NSW	Armidale	4,625	32.1
NSW	Ballina	6,508	36.9
NSW	Balranald	307	34.6
NSW	Bathurst	6,432	35.2
NSW	Bayside (NSW)	19,848	38.6
NSW	Bega Valley	4,672	39.0
NSW	Bellingen	1,976	39.5
NSW	Berrigan	1,253	39.0
NSW	Blacktown	63,151	37.0
NSW	Bland	756	36.0
NSW	Blayney	1,021	33.4
NSW	Blue Mountains	8,528	39.9
NSW	Bogan	384	34.3
NSW	Bourke	727	22.7

State	Local Government Area	Completed	Average Days to Process
NSW	Brewarrina	430	25.5
NSW	Broken Hill	2,920	31.8
NSW	Burwood	3,761	40.3
NSW	Byron	5,867	37.9
NSW	Cabonne	1,566	36.1
NSW	Camden	19,612	35.6
NSW	Campbelltown (NSW)	32,506	36.2
NSW	Canada Bay	7,869	40.0
NSW	Canterbury-Bankstown	56,095	39.9
NSW	Carrathool	337	33.4
NSW	Central Coast (NSW)	50,175	36.9
NSW	Central Darling	348	23.4
NSW	Cessnock	11,556	33.9
NSW	Clarence Valley	9,241	34.2
NSW	Cobar	559	31.1
NSW	Coffs Harbour	13,090	34.5
NSW	Coolamon	577	36.0
NSW	Coonamble	783	28.9
NSW	Cootamundra-Gundagai	1,458	36.0
NSW	Cowra	2,004	32.3
NSW	Cumberland	36,882	39.6
NSW	Dubbo	9,166	32.0
NSW	Dungog	1,131	40.8
NSW	Edward River	1,386	36.8
NSW	Eurobodalla	5,924	34.4
NSW	Fairfield	36,274	40.6
NSW	Federation	1,831	38.7
NSW	Forbes	1,372	33.7
NSW	Georges River	16,247	41.3
NSW	Gilgandra	699	34.4
NSW	Glen Innes Severn	1,546	35.7
NSW	Goulburn Mulwaree	4,762	35.2
NSW	Greater Hume	1,403	37.8
NSW	Griffith	3,685	34.3
NSW	Gunnedah	2,213	34.1
NSW	Gwydir	663	34.8
NSW	Hawkesbury	8,692	34.5
NSW	Hay	442	35.1
NSW	Hilltops	2,756	35.0
NSW	Hornsby	13,320	41.7
NSW	Hunters Hill	846	40.6
NSW	Inner West	19,054	36.0
NSW	Inverell	3,105	32.2
NSW	Junee	741	38.1
NSW	Kempsey	5,922	34.0

State	Local Government Area	Completed	Average Days to Process
NSW	Kiama	2,115	40.3
NSW	Ku-ring-gai	8,249	44.2
NSW	Kyogle	1,518	39.6
NSW	Lachlan	1,082	32.6
NSW	Lake Macquarie	29,098	35.9
NSW	Lane Cove	3,423	37.9
NSW	Leeton	1,721	33.1
NSW	Lismore	7,003	35.6
NSW	Lithgow	2,718	38.5
NSW	Liverpool	41,624	37.7
NSW	Liverpool Plains	1,080	33.1
NSW	Lockhart	419	37.7
NSW	Maitland	14,418	33.7
NSW	Mid-Coast	15,570	36.5
NSW	Mid-Western	3,516	34.8
NSW	Moree Plains	2,566	26.1
NSW	Mosman	1,764	41.2
NSW	Murray River	1,704	37.9
NSW	Murrumbidgee	532	34.9
NSW	Muswellbrook	2,759	34.1
NSW	Nambucca Valley	3,789	35.9
NSW	Narrabri	2,132	33.7
NSW	Narrandera	968	30.8
NSW	Narromine	1,077	32.0
NSW	Newcastle	23,511	34.9
NSW	North Sydney	5,264	40.1
NSW	Northern Beaches	21,577	39.3
NSW	Oberon	615	39.6
NSW	Orange	6,413	33.3
NSW	Parkes	2,244	33.7
NSW	Parramatta	30,283	39.5
NSW	Penrith	35,190	33.8
NSW	Port Macquarie-Hastings	12,754	38.4
NSW	Port Stephens	11,019	36.6
NSW	Queanbeyan-Palerang	7,160	35.5
NSW	Randwick	13,012	36.4
NSW	Richmond Valley	4,102	36.3
NSW	Ryde	13,062	41.9
NSW	Shellharbour	11,903	34.4
NSW	Shoalhaven	16,503	36.1
NSW	Singleton	3,346	34.1
NSW	Snowy Monaro	2,533	37.7
NSW	Snowy Valleys	2,042	35.2
NSW	Strathfield	4,356	41.2
NSW	Sutherland	22,924	37.8

State	Local Government Area	Completed	Average Days to Process
NSW	Sydney	19,311	35.1
NSW	Tamworth	10,293	33.8
NSW	Temora	843	37.9
NSW	Tenterfield	1,100	37.6
NSW	The Hills	19,597	39.9
NSW	Tweed	14,547	37.0
NSW	Unincorp. Other Territories	247	46.6
NSW	Unincorporated NSW	120	31.3
NSW	Unknown	19,954	11.8
NSW	Upper Hunter	1,676	38.0
NSW	Upper Lachlan	967	41.4
NSW	Uralla	766	39.0
NSW	Wagga Wagga	11,264	32.4
NSW	Walcha	317	39.0
NSW	Walgett	1,341	29.5
NSW	Warren	404	33.2
NSW	Warrumbungle	1,237	37.0
NSW	Waverley	5,442	36.1
NSW	Weddin	507	39.6
NSW	Wentworth	1,164	32.2
NSW	Willoughby	5,430	41.8
NSW	Wingecarribee	5,364	40.0
NSW	Wollondilly	7,449	35.9
NSW	Wollongong	29,897	34.8
NSW	Woollahra	3,458	38.5
NSW	Yass Valley	1,722	36.1
NT	Alice Springs	5,104	22.5
NT	Barkly	2,097	17.4
NT	Belyuen	40	19.9
NT	Central Desert	1,166	13.2
NT	Coomalie	243	26.6
NT	Darwin	11,944	29.4
NT	Darwin Waterfront Precinct	13	27.2
NT	East Arnhem	2,562	16.4
NT	Katherine	2,252	19.9
NT	Litchfield	2,716	32.0
NT	MacDonnell	1,713	12.5
NT	Palmerston	7,219	29.3
NT	Roper Gulf	1,830	15.3
NT	Tiwi Islands	496	23.1
NT	Unincorporated NT	828	27.8
NT	Unknown	351	12.8
NT	Victoria Daly	844	14.4
NT	Wagait	60	38.9
NT	West Arnhem	1,145	15.8

State	Local Government Area	Completed	Average Days to Process
NT	West Daly	1,036	10.7
QLD	Aurukun	537	15.2
QLD	Balonne	740	31.2
QLD	Banana	1,688	33.8
QLD	Barcaldine	355	30.3
QLD	Barcoo	31	41.9
QLD	Blackall Tambo	272	28.6
QLD	Boulia	83	21.6
QLD	Brisbane	150,348	35.9
QLD	Bulloo	62	33.2
QLD	Bundaberg	17,121	35.9
QLD	Burdekin	2,637	32.9
QLD	Burke	69	17.7
QLD	Cairns	30,159	32.9
QLD	Carpentaria	512	22.3
QLD	Cassowary Coast	5,181	35.0
QLD	Central Highlands (Qld)	3,538	32.8
QLD	Charters Towers	1,804	31.8
QLD	Cherbourg	591	20.9
QLD	Cloncurry	565	25.1
QLD	Cook	829	24.6
QLD	Croydon	57	27.3
QLD	Diamantina	35	22.4
QLD	Doomadgee	575	13.4
QLD	Douglas	2,036	33.8
QLD	Etheridge	110	30.9
QLD	Flinders (Qld)	231	26.8
QLD	Fraser Coast	19,989	36.9
QLD	Gladstone	11,013	33.5
QLD	Gold Coast	89,742	37.1
QLD	Goondiwindi	1,731	32.5
QLD	Gympie	9,227	36.2
QLD	Hinchinbrook	1,679	33.8
QLD	Hope Vale	427	20.9
QLD	Ipswich	46,250	32.9
QLD	Isaac	2,216	33.5
QLD	Kowanyama	332	12.7
QLD	Livingstone	4,676	36.9
QLD	Lockhart River	204	12.1
QLD	Lockyer Valley	6,930	36.0
QLD	Logan	71,502	33.8
QLD	Longreach	495	32.0
QLD	Mackay	17,827	33.1
QLD	Mapoon	78	20.2
QLD	Maranoa	1,992	33.8

State	Local Government Area	Completed	Average Days to Process
QLD	Mareeba	4,086	30.9
QLD	McKinlay	121	23.0
QLD	Moreton Bay	77,248	35.1
QLD	Mornington	394	19.9
QLD	Mount Isa	3,819	25.8
QLD	Murweh	697	28.5
QLD	Napranum	307	19.6
QLD	Noosa	6,711	40.2
QLD	North Burnett	1,471	39.6
QLD	Northern Peninsula Area	881	23.2
QLD	Palm Island	801	20.5
QLD	Paroo	382	26.0
QLD	Pormpuraaw	221	11.9
QLD	Quilpie	115	31.2
QLD	Redland	21,800	37.2
QLD	Richmond	116	15.9
QLD	Rockhampton	13,639	33.1
QLD	Scenic Rim	6,329	35.1
QLD	Somerset	4,059	38.4
QLD	South Burnett	5,918	35.3
QLD	Southern Downs	5,736	36.6
QLD	Sunshine Coast	48,559	37.9
QLD	Tablelands	4,209	35.9
QLD	Toowoomba	28,028	34.6
QLD	Torres	731	28.2
QLD	Torres Strait Island	1,209	17.8
QLD	Townsville	33,233	31.8
QLD	Unknown	21,896	11.4
QLD	Weipa	522	27.0
QLD	Western Downs	6,121	32.3
QLD	Whitsunday	5,551	34.7
QLD	Winton	118	34.9
QLD	Woorabinda	454	21.7
QLD	Wujal Wujal	121	29.6
QLD	Yarrabah	1,007	23.4
SA	Adelaide	3,556	27.9
SA	Adelaide Hills	4,024	40.6
SA	Adelaide Plains	1,601	35.5
SA	Alexandrina	3,676	41.1
SA	Anangu Pitjantjatjara Yunkunytjatjara	705	16.5
SA	Barossa	2,925	38.3
SA	Barunga West	353	39.3
SA	Berri Barmera	1,790	34.4
SA	Burnside	3,710	41.3
SA	Campbelltown (SA)	6,229	39.7

State	Local Government Area	Completed	Average Days to Process
SA	Ceduna	681	28.3
SA	Charles Sturt	16,178	37.4
SA	Clare and Gilbert Valleys	1,031	37.9
SA	Cleve	163	48.4
SA	Coober Pedy	355	27.5
SA	Coorong	735	39.9
SA	Copper Coast	2,365	37.3
SA	Elliston	110	38.0
SA	Flinders Ranges	214	40.2
SA	Franklin Harbour	132	43.7
SA	Gawler	4,293	35.1
SA	Goyder	574	41.0
SA	Grant	912	34.3
SA	Holdfast Bay	3,726	38.8
SA	Kangaroo Island	646	43.1
SA	Karoonda East Murray	147	42.2
SA	Kimba	97	53.2
SA	Kingston (SA)	283	42.5
SA	Light	2,063	36.4
SA	Lower Eyre Peninsula	670	35.5
SA	Loxton Waikerie	1,552	36.1
SA	Maralinga Tjarutja	27	4.9
SA	Marion	12,723	37.3
SA	Mid Murray	1,362	39.3
SA	Mitcham	6,694	41.0
SA	Mount Barker	5,426	37.8
SA	Mount Gambier	4,284	35.9
SA	Mount Remarkable	379	36.8
SA	Murray Bridge	3,801	34.2
SA	Naracoorte Lucindale	1,011	37.4
SA	Northern Areas	546	40.4
SA	Norwood Payneham and St Peters	3,747	40.3
SA	Onkaparinga	26,639	36.4
SA	Orroroo Carrieton	100	41.5
SA	Peterborough	245	38.1
SA	Playford	22,367	33.9
SA	Port Adelaide Enfield	21,105	34.3
SA	Port Augusta	2,766	30.2
SA	Port Lincoln	2,498	32.4
SA	Port Pirie	2,687	33.4
SA	Prospect	2,356	38.7
SA	Renmark Paringa	1,528	38.4
SA	Robe	194	39.9
SA	Roxby Downs	376	32.4
SA	Salisbury	24,475	36.6

State	Local Government Area	Completed	Average Days to Process
SA	Southern Mallee	210	31.5
SA	Streaky Bay	290	34.8
SA	Tatiara	710	37.2
SA	Tea Tree Gully	12,371	37.0
SA	Tumby Bay	348	36.6
SA	Unincorporated SA	442	26.0
SA	Unknown	5,437	11.7
SA	Unley	3,389	39.7
SA	Victor Harbor	2,148	38.7
SA	Wakefield	925	38.6
SA	Walkerville	750	41.5
SA	Wattle Range	1,662	35.5
SA	West Torrens	7,204	38.0
SA	Whyalla	3,915	30.8
SA	Wudinna	111	35.1
SA	Yankalilla	809	40.8
SA	Yorke Peninsula	1,544	38.2
TAS	Break O'Day	1,175	39.1
TAS	Brighton	3,691	30.1
TAS	Burnie	3,390	33.3
TAS	Central Coast (Tas.)	3,196	36.7
TAS	Central Highlands (Tas.)	336	37.3
TAS	Circular Head	1,133	34.8
TAS	Clarence	7,905	36.8
TAS	Derwent Valley	1,735	34.3
TAS	Devonport	4,275	33.8
TAS	Dorset	945	41.8
TAS	Flinders (Tas.)	134	31.4
TAS	George Town	1,178	37.8
TAS	Glamorgan-Spring Bay	698	40.6
TAS	Glenorchy	7,692	33.7
TAS	Hobart	5,442	40.0
TAS	Huon Valley	2,825	38.0
TAS	Kentish	921	41.3
TAS	King Island	212	36.3
TAS	Kingborough	4,674	39.2
TAS	Latrobe (Tas.)	1,696	38.3
TAS	Launceston	10,655	33.5
TAS	Meander Valley	2,618	38.1
TAS	Northern Midlands	1,965	34.8
TAS	Sorell	2,720	35.4
TAS	Southern Midlands	998	36.0
TAS	Tasman	390	42.8
TAS	Unknown	1,122	11.8
TAS	Waratah-Wynyard	2,012	35.7

State	Local Government Area	Completed	Average Days to Process
TAS	West Coast	648	36.3
TAS	West Tamar	3,343	38.6
UNK	Unknown	2,777	46.4
VIC	Alpine	1,546	41.7
VIC	Ararat	1,590	33.9
VIC	Ballarat	18,040	36.0
VIC	Banyule	15,343	37.5
VIC	Bass Coast	5,798	41.2
VIC	Baw Baw	9,082	37.0
VIC	Bayside (Vic.)	7,978	40.6
VIC	Benalla	2,158	36.6
VIC	Boroondara	13,449	42.2
VIC	Brimbank	30,967	38.8
VIC	Buloke	763	40.4
VIC	Campaspe	5,739	37.0
VIC	Cardinia	19,360	36.3
VIC	Casey	63,944	38.0
VIC	Central Goldfields	2,189	32.8
VIC	Colac Otway	3,030	39.6
VIC	Corangamite	2,043	39.8
VIC	Darebin	20,250	37.5
VIC	East Gippsland	7,827	35.6
VIC	Frankston	22,075	36.3
VIC	Gannawarra	1,443	40.9
VIC	Glen Eira	15,259	39.5
VIC	Glenelg	2,751	37.5
VIC	Golden Plains	3,222	37.0
VIC	Greater Bendigo	18,946	37.3
VIC	Greater Dandenong	26,151	37.3
VIC	Greater Geelong	41,178	37.3
VIC	Greater Shepparton	12,282	34.0
VIC	Hepburn	1,944	41.7
VIC	Hindmarsh	661	37.5
VIC	Hobsons Bay	11,490	38.4
VIC	Horsham	3,156	36.7
VIC	Hume	48,996	38.9
VIC	Indigo	2,069	39.3
VIC	Kingston (Vic.)	18,168	39.1
VIC	Knox	19,428	39.6
VIC	Latrobe (Vic.)	12,962	35.0
VIC	Loddon	1,048	39.2
VIC	Macedon Ranges	5,558	40.0
VIC	Manningham	13,013	42.4
VIC	Mansfield	1,136	40.5
VIC	Maribyrnong	12,521	36.1

State	Local Government Area	Completed	Average Days to Process
VIC	Maroondah	14,713	38.7
VIC	Melbourne	15,875	36.6
VIC	Melton	37,647	37.7
VIC	Mildura	9,553	34.5
VIC	Mitchell	8,560	36.7
VIC	Moira	4,580	39.9
VIC	Monash	20,055	40.8
VIC	Moonee Valley	14,131	38.3
VIC	Moorabool	5,279	37.2
VIC	Moreland	24,288	37.5
VIC	Mornington Peninsula	19,532	39.7
VIC	Mount Alexander	2,599	43.3
VIC	Moyne	2,107	39.0
VIC	Murrindindi	1,969	38.9
VIC	Nillumbik	6,223	38.6
VIC	Northern Grampians	1,669	32.8
VIC	Port Phillip	11,035	36.4
VIC	Pyrenees	1,038	37.4
VIC	Queenscliffe	301	43.4
VIC	South Gippsland	3,980	40.1
VIC	Southern Grampians	2,290	33.7
VIC	Stonnington	9,184	39.1
VIC	Strathbogie	1,503	40.5
VIC	Surf Coast	4,309	38.3
VIC	Swan Hill	3,091	36.7
VIC	Towong	721	43.6
VIC	Unincorporated Vic	48	56.8
VIC	Unknown	31,951	11.0
VIC	Wangaratta	4,314	36.5
VIC	Warrnambool	5,224	34.6
VIC	Wellington	6,900	35.2
VIC	West Wimmera	498	35.6
VIC	Whitehorse	18,130	42.2
VIC	Whittlesea	37,996	38.6
VIC	Wodonga	7,068	33.8
VIC	Wyndham	54,791	37.6
VIC	Yarra	10,791	37.3
VIC	Yarra Ranges	19,995	38.7
VIC	Yarriambiack	802	37.2
WA	Albany	5,363	38.3
WA	Armadale	16,111	35.1
WA	Ashburton	597	31.4
WA	Augusta Margaret River	2,486	40.1
WA	Bassendean	2,084	34.1
WA	Bayswater	8,918	36.7

State	Local Government Area	Completed	Average Days to Process
WA	Belmont	6,341	34.9
WA	Beverley	291	47.1
WA	Boddington	234	42.8
WA	Boyup Brook	214	40.0
WA	Bridgetown-Greenbushes	557	39.2
WA	Brookton	152	36.3
WA	Broome	3,373	28.2
WA	Broomehill-Tambellup	142	35.0
WA	Bruce Rock	132	40.6
WA	Bunbury	5,432	35.4
WA	Busselton	5,719	38.7
WA	Cambridge	1,784	42.0
WA	Canning	11,521	38.9
WA	Capel	2,364	37.4
WA	Carnamah	102	28.1
WA	Carnarvon	1,000	26.6
WA	Chapman Valley	188	44.1
WA	Chittering	630	37.5
WA	Christmas Island	84	44.5
WA	Claremont	812	40.6
WA	Cockburn	16,596	36.5
WA	Cocos Islands	29	32.7
WA	Collie	1,328	35.0
WA	Coolgardie	586	33.0
WA	Coorow	133	37.9
WA	Corrigin	126	38.5
WA	Cottesloe	468	38.4
WA	Cranbrook	117	32.1
WA	Cuballing	103	35.2
WA	Cue	48	31.6
WA	Cunderdin	200	38.8
WA	Dalwallinu	127	36.7
WA	Dandaragan	487	37.6
WA	Dardanup	2,009	37.6
WA	Denmark	799	40.8
WA	Derby-West Kimberley	2,034	20.0
WA	Donnybrook-Balingup	772	40.1
WA	Dowerin	86	38.8
WA	Dumbleyung	92	25.7
WA	Dundas	178	33.0
WA	East Fremantle	614	43.9
WA	East Pilbara	980	23.7
WA	Esperance	1,787	34.5
WA	Exmouth	308	33.2
WA	Fremantle	4,234	34.6

State	Local Government Area	Completed	Average Days to Process
WA	Gingin	675	38.7
WA	Gnowangerup	243	36.4
WA	Goomalling	173	30.9
WA	Gosnells	19,478	36.5
WA	Greater Geraldton	7,131	32.1
WA	Halls Creek	1,007	19.3
WA	Harvey	3,923	37.2
WA	Irwin	434	36.7
WA	Jerramungup	179	36.0
WA	Joondalup	17,509	39.5
WA	Kalamunda	6,905	38.0
WA	Kalgoorlie-Boulder	4,340	30.7
WA	Karratha	2,676	29.7
WA	Katanning	669	37.3
WA	Kellerberrin	163	34.9
WA	Kent	46	35.3
WA	Kojonup	244	33.4
WA	Kondinin	112	33.0
WA	Koorda	41	35.4
WA	Kulin	106	25.1
WA	Kwinana	8,438	33.7
WA	Lake Grace	127	27.0
WA	Laverton	146	17.9
WA	Leonora	166	28.9
WA	Mandurah	14,564	38.1
WA	Manjimup	1,192	42.3
WA	Meekatharra	255	20.3
WA	Melville	9,618	40.1
WA	Menzies	69	22.1
WA	Merredin	462	36.6
WA	Mingenew	49	41.8
WA	Moora	441	33.9
WA	Morawa	125	37.4
WA	Mosman Park	697	39.4
WA	Mount Magnet	113	22.4
WA	Mount Marshall	40	26.0
WA	Mukinbudin	55	34.9
WA	Mundaring	4,066	39.8
WA	Murchison	6	12.7
WA	Murray	2,627	39.5
WA	Nannup	177	47.2
WA	Narembeen	102	33.1
WA	Narrogin	743	36.9
WA	Nedlands	1,399	41.0
WA	Ngaanyatjarraku	795	12.7

State	Local Government Area	Completed	Average Days to Process
WA	Northam	1,993	33.2
WA	Northampton	432	35.8
WA	Nungarin	42	39.4
WA	Peppermint Grove	76	39.0
WA	Perenjori	53	26.8
WA	Perth	4,054	28.6
WA	Pingelly	198	37.4
WA	Plantagenet	762	37.8
WA	Port Hedland	2,189	25.5
WA	Quairading	184	32.1
WA	Ravensthorpe	241	27.5
WA	Rockingham	21,113	35.4
WA	Sandstone	1	83.0
WA	Serpentine-Jarrahdale	4,650	34.2
WA	Shark Bay	114	27.4
WA	South Perth	4,195	40.7
WA	Stirling	27,144	37.7
WA	Subiaco	1,426	41.8
WA	Swan	25,438	35.4
WA	Tammin	56	27.6
WA	Three Springs	80	34.4
WA	Toodyay	608	40.2
WA	Trayning	60	33.8
WA	Unknown	8,198	11.6
WA	Upper Gascoyne	27	25.2
WA	Victoria Park	4,476	37.8
WA	Victoria Plains	98	32.0
WA	Vincent	3,560	37.7
WA	Wagin	284	35.6
WA	Wandering	63	38.5
WA	Wanneroo	31,875	36.4
WA	Waroona	686	40.0
WA	West Arthur	106	42.4
WA	Westonia	13	38.8
WA	Wickepin	102	32.9
WA	Williams	112	45.0
WA	Wiluna	106	18.6
WA	Wongan-Ballidu	197	32.9
WA	Woodanilling	74	36.5
WA	Wyalkatchem	74	43.8
WA	Wyndham-East Kimberley	1,653	21.4
WA	Yalgoo	36	29.6
WA	Yilgarn	100	31.4
WA	York	505	40.3

Request
7.	Health work by Local Government Area Average Days to Process for the 2023-24 financial year;

Response
7.	At this time, the Agency is not able to produce Local Government Area 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.

Request
8.	Social security and welfare by Service Zone Average Days to Process for the 2023-24 financial year;

Response
8.	Services Australia does not routinely produce data reports by Service Zone.

Request
9.	Health work by Service Zone Average Days to Process for the 2023-24 financial year;

Response
9.	Services Australia does not routinely produce data reports by Service Zone.

Request
10.	Social security and welfare by Commonwealth Electoral Boundary Average Days to Process for the 2023-24 financial year;

Response
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.

Request
11.	Health work by Commonwealth Electoral Boundary Average Days to Process for the 2023-24 financial year;

Response
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.

	Request
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;
	Response
12.	Please see the following pages for the Services Australia Telephony Report for the 2023-24 financial year. **Data.gov.au** To assist the Committee, please see below steps to find the information online: 1. On the data.gov.au website select 'Organisations' from the top right menu and enter Services Australia in the search function. 2. Select Service Australia from the returned results. 3. Select the hyperlink Services Australia open data datasets and then select Services Australia-Service Delivery quarterly operational data. At this point you can select the relevant quarter and download the excel spreadsheet. The data by quarter includes Telephony, Emergency Claims, SSW claims, SSW non-claims, SSW claims by LGA, Health Claims, Health non-claims, Child Support, Face to Face contacts and hours vs work processed.

FYTD as at 30 June 2024

	Handled Calls[a]	Answered		Terminated by customer[d]	ASA[e] (mm:ss)	Congestion messages[f]
		Self-Managed[b]	By Service Officer[c]			
Centrelink (Social Security and Welfare - SSW)	42,205,682	15,054,235	9,538,673	4,025,417	30:37	13,587,357
Disabilities, Sickness and Carers[g]	3,655,424	742,262	483,258	245,797	46:39	2,184,107
Employment Services[h]	5,896,124	1,009,027	734,671	374,721	47:24	3,777,705
Families and Parenting[i]	8,376,639	629,747	1,396,494	648,594	50:04	5,701,804
Older Australians[j]	2,428,047	879,101	537,678	302,246	44:31	709,022
Youth and Students[k]	1,912,045	351,568	307,472	137,654	44:40	1,115,351
Other[l]	19,937,403	11,442,530	6,079,100	2,316,405	20:55	99,368
- Participation[m]	-	-	87,306	52,014	43:01	26,458
- Emergency Management	114,454	52,006	56,149	6,299	4:40	-
- Income Management[n]	-	-	67,348	24,531	24:39	-
- BasicsCard enquiry, BasicsCard balance enquiry	3,183,891	1,387,833	1,286,689	509,369	15:15	-
- Balance enquiry	1,779,914	1,779,914	-	-	-	-
Payments and Integrity (separate form SSW)	803,441	135,398	592,917	75,126	5:21	-
Health Customer	2,006,833	23,497	1,982,004	993,838	22:49	1,387,721
Medicare	1,601,241	23,497	1,577,744	845,395	24:16	698,144
Australian Immunisation Register	59,367	-	59,367	27,070	13:46	-
Centrelink Aged Care	231,631	-	231,585	99,744	23:53	689,577
Other	114,594	-	113,308	21,629	5:05	-
Health Provider	3,840,548	2,194,692	1,645,856	293,656	5:11	
Medicare Provider	2,649,526	2,194,692	454,834	65,118	4:13	-
PBS General	170,926	-	170,926	18,865	2:32	-
PBS Improved Monitoring Entitlements.	243,079	-	243,079	19,466	1:38	-
Other	777,017	-	777,017	190,207	7:27	-
Health PBS Authorities	3,757,227	-	3,757,227	166,595	1:38	-
Child Support	1,318,656	-	1,318,656	220,720	10:50	-
Compliance	109,951	-	109,951	5,901	1:53	-
Mainstream	1,026,373	-	1,026,373	186,583	12:14	-
Multicultural and Tailored Services	49,047	-	49,047	3,720	1:19	-
New Customers	107,927	-	107,927	22,427	12:25	-
Specialised Assessments	25,358	-	25,358	2,089	4:16	-

a. 'Handled calls' are calls that have reached the Agency and include:

Pre 1 July, 2024:
- Social Security & Welfare and Payments & Integrity successful IVR calls.
- Health Customer - answered calls, calls handled in Health Customer IVR applications (Child Dental Benefits Scheme, Office Locator and from 10 July 2017 Tax Statement).
- Health Provider - answered calls, calls handled in the Health Provider IVR application (Optometric and Concessional Entitlement Status Confirmation).
- Health PBS - answered calls
- Child Support - answered calls
- Queue details not available on IVR data.

Post 1 July, 2024:
- Social Security & Welfare, Payments & Integrity, Health Customer, Health Provider, Health PBS, Child Support - Successful IVR calls.

b. 'Self -Managed" are calls that are finalised in the IVR and include:
- Centrelink (SSW) - calculated as 'Handled Calls' minus sum('Answered', 'Teminated by Customers' and 'Congested messages').
  These are calls completed in the IVR and not required to be answered by a Customer Service Officer. These are calls handled in a number of IVR applications (Reporting Employment Income, Advance Payments, Urgent Payments, Document Requests, BasicsCard Balance Enquiry, Payment Information, Debt)
- Health Customer - calculated as 'Handled Calls" minus 'Answered'. These are calls handled in the Customer IVR application (Child Dental Benefits Scheme, Office Locator and from 10 July 2017 Tax Statement)
- Health Provider - calculated as 'Handled Calls" minus 'Answered'. These are calls handled in the Health Provider IVR application (Optometric and Concessional Entitlement Status Confirmation)

c. 'Answered calls' are calls answered by a Service Officer.

d. 'Terminated by customer' calls are calls that have progressed through the IVR, entered a queue waiting to be answered and the call is ended, (hung up), before it is answered by a Service Officer. 'Terminated by customer calls' were formerly known as 'Abandoned calls'.

e. 'Average Speed of Answer' (ASA) is the average time it takes for a call waiting in the queue to be answered. The speed of answer is measured from when a call leaves the IVR menu (i.e. joins the queue to be answered) to when it is answered by a Service Officer.

f. 'Congestion Messaging' is activated in periods of high demand and provide an alternative service option for customers when their call cannot be answered. The message encourages callers to conduct their business through self-service options rather than repeatedly calling. Congestion Messaging is not used on Child Support lines.
  * Congestion Messaging is influenced by a number of factors, including annual peaks in demand - such as Students and Families peak periods, and policy changes made throughout the year. In 2022-23, there has also been an influx of emergency payment demand as the Agency supports people impacted by numerous weather related events and the sustained demand

g. 'Disabilities, Sickness and Carers' includes calls associated with Carer Allowance, Carer Payment, Disability Support Pension and Mobility Allowance.

h. 'Employment Services' includes calls associated with JobSeeker Payment, Special Benefit, Assurance of Support, Crisis Payment and Employment Services Providers.

i. 'Families and Parenting' includes calls associated with Child Care Subsidy, Dad and Partner Pay, Double Orphan Pension, Family Tax Benefit, Parental Leave Pay and Parenting Payment.

j. 'Older Australians' includes calls associated with Age Pension, Commonwealth Seniors Health Card Bereavement assistance, Pensioner Concession Card and the Pension Loans Scheme.

k. 'Youth and Students' includes calls associated with Austudy, Low Income Health Care Card, Pensioner Education Supplement and Youth Allowance.

l. 'Other' includes several telephone lines including Australian Victim of Terrorism Overseas Payment, Income Management (including Basics Card), myGov, Emergency response, NDIA (National Disability Insurance Agency), APIS (Australian Passport Information Service), International Services and Multilingual services and Payments and Integrity. The 'Participation', Emergency Management', 'Income Management', 'BasicsCard enquiry', 'BasicsCard balance enquiry' and 'Balance enquiry' lines are subsets of the 'Other' total.

m. 'Participation' includes calls are associated with activity tested recipients who may not have met obligations. Primarily recipients are required to actively participate in approved activities. This line differs from the Employment Services line as its purpose is for compliance discussions with recipients.

n. Income Management and BasicsCard share the same 1800 phone number which is why handled calls are counted for both call types. Calls can only be separated once the customer has made a selection in the IVR.

Data may differ slightly from previously reported results due to data refreshes for queue alignment changes.

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	

13.	Calls Answered			
	Programme	**Answered**	**Greater than 60 Mins**	**Percentage Greater than 60 mins**
	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%
	Grand Total	**18,835,333**	**1,946,555**	**10.3%**

	Request
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;
	Response
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.

Request
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;
Response	
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.

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
Status September 2024 – April 2024											
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 Product Ordering Portal	🔴	🔺	🟢	🟢	🟢	🔺	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**
General Practice in Aged Care Incentive	Red	Amber	Red	Red	Red	Red	3,511	3,645	768	774	-
Supporting Bulk Billing in General Practice & Medicare Item Maintenance (NIM) System Re-Platforming	Green	Green	Green	Green	Green	Green	694	1,386	466	470	-
Farm Household Allowance realignment	Red	Red	Red	Red	Red	Red	6,517	2,232	2,209	1,778	1,724
CCS and ParentsNext Replacement Service	Green	Green	Green	Green	Green	Green	5,911	690	-	-	-
Equitable and Improved Refundable Accommodation Deposit (RAD)/Refundable Accommodation Contribution (RAC) Information	Red	Red	Amber	Red	Red	Red	7,726	1,884	4,150	2,819	2,812
Extend the Temporary Work Bonus Measure	Green	Green	Green	Amber	Amber	Amber	908	285	-	-	-
Youpla Resolution Payment	Amber	Amber	Green	Red	Green	Green	4,904	1,650	2,874	1,793	-
Extend Employment Nil Rate Period	Green	Green	Green	Green	Green	Amber	4,611	1,186	904	914	925
Better Targeting Employment Services	Green	Green	Green	Green	Green	Amber	13,590	4,047	9,328	9,149	9,041

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**
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 Invalidity 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

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
Status September 2024 – April 2024											
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	-	-	-

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
Status September 2024 – April 2024											
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	-	-	-

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
Status September 2024 – April 2024											
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.

Customer Demand 2023-24	
Handled Calls	53,923,043
Face to Face Contacts	10,412,313
SSW Claims	3,486,560
SSW NNCLs	12,366,031
Health Work	15,189,857
Child Support Intrays	3,953,860
Total	**99,331,664**

	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 Contacts Increase / Decrease	
	Average Daily Contacts	Average Monthly Contacts	Yearly Contacts	Abandoned	AWT	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%
Borroloola	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 Contacts Increase / Decrease	
	Average Daily Contacts	Average Monthly Contacts	Yearly Contacts	Abandoned	AWT	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%
Coober 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 Contacts Increase / Decrease	
	Average Daily Contacts	Average Monthly Contacts	Yearly Contacts	Abandoned	AWT	Contacts from 2022–23 + / -	Percentage from 2022–23 + / -
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%

| Service Centre | 2023–2024 | | | | | 2023–2024 v 2022–2023 Contacts Increase / Decrease | |
	Average Daily Contacts	Average Monthly Contacts	Yearly Contacts	Abandoned	AWT	Contacts from 2022–23 + / -	Percentage from 2022–23 + / -
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%

Service Centre	2023–2024					2023–2024 v 2022–2023 Contacts Increase / Decrease	
	Average Daily Contacts	Average Monthly Contacts	Yearly Contacts	Abandoned	AWT	Contacts from 2022–23 + / -	Percentage from 2022–23 + / -
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%

Service Centre	2023–2024					2023–2024 v 2022–2023 Contacts Increase / Decrease	
	Average Daily Contacts	Average Monthly Contacts	Yearly Contacts	Abandoned	AWT	Contacts from 2022–23 + / -	Percentage from 2022–23 + / -
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%

Service Centre	2023–2024					2023–2024 v 2022–2023 Contacts Increase / Decrease	
	Average Daily Contacts	Average Monthly Contacts	Yearly Contacts	Abandoned	AWT	Contacts from 2022–23 + / -	Percentage from 2022–23 + / -
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%

Service Centre	2023–2024					2023–2024 v 2022–2023 Contacts Increase / Decrease	
	Average Daily Contacts	Average Monthly Contacts	Yearly Contacts	Abandoned	AWT	Contacts from 2022–23 + / -	Percentage from 2022–23 + / -
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%

Service Centre	2023–2024						
	Average Daily Contacts	Average Monthly Contacts	Yearly Contacts	Abandoned	AWT	2023–2024 v 2022–2023 Contacts Increase / Decrease	
						Contacts from 2022–23 + / -	Percentage from 2022–23 + / -
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.

Average Speed Answer 2024–25 financial year, as at 30 Sep 2024	
Queue	**Average Speed Answer**
Social Work High Risk	3:08
Social Work	13:33
Total	**11:47**

Average Speed Answer 2023–24 financial year	
Queue	**Average Speed Answer**
Social Work High Risk	3:17
Social Work	19:40
Total	**15:51**

Request
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;
Response
19. **Data.gov.au** To assist the Committee, please see below steps to find the information online: 1. On the data.gov.au website select 'Organisations' from the top right menu and enter Services Australia in the search function. 2. Select Service Australia from the returned results. 3. Select the hyperlink Services Australia open data datasets and then select Services Australia-Service Delivery quarterly operational data. At this point you can select the relevant quarter and download the excel spreadsheet. The data by quarter includes Telephony, Emergency Claims, SSW claims, SSW non-claims, SSW claims by LGA, Health Claims, Health non-claims, Child Support, Face to Face contacts and hours vs work processed. Please see the following tables for the information requested.

2023-24 Financial Year - Aged Care Line			
Queue	**Total Calls**	**Answered**	**Customer Terminated**	**Average Speed Answer**
Aged Care	325,498	226,137	99,361	0:24:24

Request
20.	For the 2023-24 financial year, the total number of hours spent by staff per function;

Response

20. Note: The below is processing hours in the agency, regardless of the staff organisational unit.

2023-24 Financial Year, Total Hours Spent by Staff per Function	
Function	**Hours**
Processing	7,755,053
On Phone (telephony)	5,063,584
Learning & Development	3,226,775
Face to Face (front of house)	3,229,005
Other Duties (e.g. higher duties, meetings, secondment, etc.)	4,490,872
Support	928,148
Quality Checking	165,596
Total	**24,859,032**

Request
21.	Latest current and historical workforce headcount profile;

Response

| 21. | This information is available in the Annual Report, Part 11 Appendix A.
• 2024-25 as at 30 September 2024 – 33,997
• 2023-24 as at 30 June 2024 – 33,554
• 2022-23 as at 30 June 2023 – 32,412
• 2021-22 as at 30 June 2022 – 32,310 |

Request
22.	Total number of hours spent in the 2024-24 financial year spent processing claims;

Response

22. Please note, the below is processing hours in the agency, regardless of the staff organisational unit.

2023-24 Financial Year	
Function	**Hours**
Processing	7,755,053

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

Major Programs	Status September 2024 – April 2024										
	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.

SERVICES AUSTRALIA

SUPPLEMENTARY BUDGET ESTIMATES – RESPONSES TO SENATORS HUGHES, REYNOLDS AND KOVACIC'S INFORMATION REQUEST

Tab	Request
1	**For Social Security and Welfare claims in 2023-24:** 1. Programme 2. Received 3. On Hand as at 30 June 2024 4. On Hand Over Standard % 5. On Hand Over Standard 6. Total number of claims <30 days 7. Total number of claims 30-59 days 8. Total number of claims 60-89 days 9. Total number of claims 90-129 days 10. Total number of claims 130-199 days 11. Total number of claims over 200 days 12. Completed as at 30 June 2024 13. Completed within Standard 14. % Completed Within Standard 15. Completed Over Standard 16. % Completed Over Standard 17. Number of claims granted 18. Number of claims rejected 19. Average Days to Process 20. Administrative correctness per programme (SSW correctness rate) 21. Payment accuracy per programme 22. Totals
2	**For Social Security and Welfare claims in 2023-24 – By LGA:** 1. Programme 2. Received 3. State 4. LGA 5. On Hand as at 30 June 2024 6. On Hand Over Standard % 7. On Hand Over Standard 8. Total number of claims <30 days 9. Total number of claims 30-59 days 10. Total number of claims 60-89 days 11. Total number of claims 90-129 days 12. Total number of claims 130-199 days 13. Total number of claims over 200 days 14. Completed as at 30 June 2024 15. Completed within Standard 16. % Completed Within Standard 17. Completed Over Timeliness 18. % Completed Over Timeliness 19. Average Days to Process 20. Administrative correctness per programme (SSW correctness rate) 21. % Administrative correctness per programme (SSW correctness rate) 22. Payment accuracy per programme 23. Totals

Tab	Request
3	**For Social Security Non-Claims 2023-24:** 1. Program category 2. Received 3. On hand 4. Totals
4	**Health Claims/Work for 2023-24:** 1. Programme 2. Received 3. On Hand as at 30 June 2024 4. On Hand Over Standard 5. On Hand Over Standard % 6. Total number of claims <30 days 7. Total number of claims 30-59 days 8. Total number of claims 60-89 days 9. Total number of claims 90-129 days 10. Total number of claims 130-199 days 11. Total number of claims over 200 days 12. Completed 13. Completed within Standard 14. % Completed Within Standard 15. Completed Over Standard 16. % Completed Over Standard 17. Average Days to Process 18. Administrative correctness per programme (Health correctness rate) 19. % Administrative correctness per programme (Health correctness rate) 20. Payment accuracy per programme 21. Totals
5	**Health claims (Medicare Services):** 1. Lodgement channel 2. Percentage 3. Target
6	**Health Non-Claims/Work for 2023-24:** 1. Service Reason 2. Received 3. On hand 4. Completed 5. Average Days to Process 6. Totals
7	**Child Support (CSP) work for 2023-24:** 1. Programme 2. Received 3. On Hand as at 30 June 2024 4. On Hand Over Standard 5. On Hand Over Standard % 6. Total number of claims <30 days 7. Total number of claims 30-59 days 8. Total number of claims 60-89 days 9. Total number of claims 90-129 days 10. Total number of claims 130-199 days

Tab	Request
	11. Total number of claims over 200 days 12. Completed 13. Completed Within Standard 14. % Completed Within Standard 15. Completed Over Standard 16. % Completed Over Standard 17. Average Days to Process 18. Administrative correctness per category (correctness rate) 19. Totals
8	**Face to face contacts 2023-24 – Service Centre:** 1. Service Centre 2. Average Daily Contacts 3. Total Contacts 4. Social Security Contacts 5. Health Contacts 6. Abandoned Contacts
9	**Face to face contacts 2023-24 – Service Zone:** 1. Service Zone 2. Average Daily Contacts 3. Total Contacts 4. Social Security Contacts 5. Health Contacts 6. Abandoned Contacts
10	**Monthly processing hours vs work processed for 2023-24:** 1. Processing Hours (Social Security, Health & CSP) 2. Social Security Claims Processed 3. Social Security Non-Claims Processed 4. Health claims Processed 5. Health Non-Claims processed 6. Child Support Intrays Processed
11	**Telephony 2023-24:** 1. Master program and business line 2. Handled calls 3. Self-managed 4. By service officer 5. Terminated by customer 6. ASA 7. Congestion messages 8. Number of times the agency allow telephony wait times to grow longer in order to address other service delivery priorities 9. The longest call wait time per master program and business 10. Number of calls which took >30 minutes to be answered by a service officer 11. Number of calls which took >60 minutes to be answered by a service officer 12. Number of calls which took >90 minutes to be answered by a service officer 13. Number of calls which took >120 minutes to be answered by a service officer
12	**Telephony 2023-24 – Dedicated Lines:** 1. Line (per all lines, e.g. MyGov helpdesk, Aged Care Line, Social Work High Risk Line) 2. Handled calls

Tab	Request
	3. Self-managed 4. By service officer 5. Terminated by customer 6. ASA 7. Congestion messages 8. Number of times the agency allow telephony wait times to grow longer in order to address other service delivery priorities 9. The longest call wait time per line 10. Number of calls which took >30 minutes to be answered by a service officer 11. Number of calls which took >60 minutes to be answered by a service officer 12. Number of calls which took >90 minutes to be answered by a service officer 13. Number of calls which took >120 minutes to be answered by a service officer
13	**Payment Integrity Results - Social Security and Welfare Claims:** 1. Payment accuracy result, the number of payments which did not meet agreed accuracy levels, and the quantum of funds inaccurately paid to recipients, per social security and welfare payment per financial years 2021-22, 2022-23 and 2023-24. 2. Payment aggregate total social security and welfare payments.
14	**Timeliness Standards in 2023-24:** For social security and welfare, per programme, the total (or average) quantum of funds that were held up where the agency failed to process a claim over the timeliness standard in 2023-24.

Request
For Social Security and Welfare claims in 2023-24: 1. Programme 2. Received 3. On Hand as at 30 June 2024 4. On Hand Over Standard % 5. On Hand Over Standard 6. Total number of claims <30 days 7. Total number of claims 30-59 days 8. Total number of claims 60-89 days 9. Total number of claims 90-129 days 10. Total number of claims 130-199 days 11. Total number of claims over 200 days 12. Completed as at 30 June 2024 13. Completed within Standard 14. % Completed Within Standard 15. Completed Over Standard 16. % Completed Over Standard 17. Number of claims granted 18. Number of claims rejected 19. Average Days to Process 20. Administrative correctness per programme (SSW correctness rate) 21. Payment accuracy per programme 22. Totals

Response

Data.gov.au

To assist the Committee, please see below steps to find the information online:

1. On the data.gov.au website select 'Organisations' from the top right menu and enter Services Australia in the search function.
2. Select Service Australia from the returned results.
3. Select the hyperlink Services Australia open data datasets and then select Services Australia-Service Delivery quarterly operational data.

At this point you can select the relevant quarter and download the excel spreadsheet. The data by quarter includes Telephony, Emergency Claims, SSW claims, SSW non-claims, SSW claims by LGA, Health Claims, Health non-claims, Child Support, Face to Face contacts and hours vs work processed.

Please see the following tables for the information requested.

| Programme | Received | On Hand | On Hand Over Standard | % On Hand Over Standard | Days | | | | | | Completed | Completed within Standard | % Completed Within Standard | Completed Over Standard | % Completed Over Standard | Claims Granted | Claims Rejected | Average Days to Process |
					<30	30-59	60-89	90-129	130-199	over 200								
Families and Child Care	**1,416,253**	**25,660**	**3,855**	**22%**	**20,449**	**3,675**	**996**	**349**	**171**	**20**	**1,504,681**	**632,062**	**62%**	**388,130**	**38%**	**1,304,949**	**199,732**	**-**
Additional Child Care Subsidy Child Wellbeing Application	82,523	492	3	1%	489	3	-	-	-	-	85,229	85,119	100%	110	0%	76,586	8,643	11
Additional Child Care Subsidy Child Wellbeing Certificate - Exceptional Circs.	1,918	23	2	9%	21	1	-	-	-	1	1,795	1,772	99%	23	1%	1,522	273	12
Additional Child Care Subsidy Child Wellbeing Determination - Exceptional Circs.	2,742	29	-	0%	29	-	-	-	-	-	2,662	2,616	98%	46	2%	2,260	402	12
Additional Child Care Subsidy Grandparent	3,128	179	N/A	N/A	128	37	8	3	2	1	3,499	N/A	N/A	N/A	N/A	3,231	268	47
Additional Child Care Subsidy Temporary Financial Hardship	15,944	1,027	118	11%	910	88	21	7	-	1	18,359	6,050	33%	12,309	67%	13,388	4,971	51
Additional Child Care Subsidy Transition to Work	15,660	976	N/A	N/A	838	103	24	9	1	1	19,399	N/A	N/A	N/A	N/A	18,370	1,029	68
Child Care Subsidy	438,309	7,075	N/A	N/A	5,868	837	233	87	45	5	460,170	N/A	N/A	N/A	N/A	443,968	16,202	24
Dad and Partner Pay	11,932	6	1	17%	5	-	-	1	-	-	21,421	4,348	20%	17,073	80%	17,664	3,757	63
Double Orphan Pension	170	1	-	0%	-	1	-	-	-	-	152	149	98%	3	2%	128	24	8
Family Tax Benefit Lump Sum	40,774	731	63	9%	662	52	11	4	2	-	41,511	38,376	92%	3,135	8%	31,852	9,659	13
Family Tax Benefit New Claim	390,788	9,825	2,648	27%	6,900	2,036	574	202	104	9	417,426	198,290	48%	219,136	52%	301,614	115,812	47
Foster Child Health Care Card	1,381	43	N/A	N/A	31	6	1	2	2	1	1,421	N/A	N/A	N/A	N/A	1,021	400	22
Paid Parental Leave	409,243	5,205	1,005	19%	4,522	509	124	34	15	1	429,903	293,911	68%	135,992	32%	392,223	37,680	25
Stillborn Baby Payment	1,741	48	15	31%	46	2	-	-	-	-	1,734	1,431	83%	303	17%	1,122	612	8
Older Australians, Disabilities and Carers	**609,467**	**70,222**	**28,950**	**42%**	**26,086**	**13,859**	**10,059**	**12,271**	**5,538**	**2,409**	**627,299**	**335,305**	**54%**	**281,571**	**46%**	**454,250**	**173,049**	**-**
Age Pension	183,026	29,224	16,614	57%	8,321	6,020	5,236	6,441	2,433	773	177,277	85,302	48%	91,975	52%	151,285	25,992	76
Carer Allowance	129,448	4,563	149	3%	4,161	312	59	20	7	4	136,024	92,343	68%	43,681	32%	98,009	38,015	42
Carer Payment	85,372	5,626	796	14%	4,166	891	265	171	100	33	94,408	52,804	56%	41,604	44%	55,856	38,552	54
Disability Support Pension	111,941	26,893	10,741	40%	6,821	5,600	4,333	5,573	2,973	1,593	113,173	54,881	48%	58,292	52%	62,870	50,303	93
Ex-Carer Allowance (Child) Health Care Card	5,013	56	N/A	N/A	53	2	-	-	1	-	5,012	N/A	N/A	N/A	N/A	4,542	470	8
Mobility Allowance	7,082	711	7	1%	502	205	4	-	-	-	6,866	5,569	81%	1,297	19%	1,083	5,783	29

Programme	Received	On Hand	On Hand Over Standard	% On Hand Over Standard	Days						Completed	Completed within Standard	% Completed Within Standard	Completed Over Standard	% Completed Over Standard	Claims Granted	Claims Rejected	Average Days to Process
					<30	30-59	60-89	90-129	130-199	over 200								
Home Equity Access Scheme	5,420	912	N/A	N/A	443	271	124	51	19	4	5,411	N/A	N/A	N/A	N/A	4,769	642	65
Seniors Health Card	82,165	2,237	643	29%	1,619	558	38	15	5	2	89,128	44,406	50%	44,722	50%	75,836	13,292	42
Youth, Education and Employment	**1,139,498**	**44,050**	**14,641**	**33%**	**26,679**	**10,064**	**5,606**	**1,238**	**400**	**63**	**1,195,087**	**682,172**	**57%**	**510,373**	**43%**	**927,696**	**265,496**	**-**
Assistance for Isolated Children	8,248	12	3	25%	9	1	1	-	1	-	8,242	8,224	100%	18	0%	6,318	1,924	0
Austudy	44,953	7,796	3,086	40%	3,402	2,420	1,646	280	48	-	42,349	15,977	38%	26,372	62%	20,961	21,388	56
Fares Allowance	2,564	8	N/A	N/A	8	-	-	-	-	-	2,542	N/A	N/A	N/A	N/A	1,184	1,138	0
JobSeeker Payment	563,283	9,036	2,324	26%	7,612	820	330	145	116	13	606,451	381,291	63%	225,160	37%	509,681	96,770	22
Parenting Payment Partnered	48,680	1,223	476	39%	751	209	103	79	62	19	55,331	21,047	38%	34,284	62%	29,108	26,223	52
Parenting Payment Single	171,076	2,860	1,156	40%	1,963	503	190	99	78	27	176,547	107,815	61%	68,732	39%	154,057	22,490	28
Pensioner Education Supplement	27,972	1,783	227	13%	1,624	130	15	11	2	1	28,663	22,066	77%	6,597	23%	20,437	8,226	20
Special Benefit	14,452	320	50	16%	293	18	7	1	-	1	15,222	10,173	67%	5,049	33%	4,302	10,920	20
Tertiary Access Payment	7,805	378	13	3%	337	34	2	2	2	1	7,764	5,053	65%	2,711	35%	2,329	3,760	42
Youth Allowance Apprentice	8,418	2,071	1,028	50%	714	766	526	61	4	-	7,592	1,809	24%	5,783	76%	2,726	4,866	62
Youth Allowance Jobseekers	100,011	2,029	395	19%	1,758	181	29	39	22	-	106,892	65,601	61%	41,291	39%	80,033	26,859	26
Youth Allowance Students	142,036	16,534	5,883	36%	8,208	4,982	2,757	521	65	1	137,492	43,116	31%	94,376	69%	96,560	40,932	54
Remote and ABSTUDY	**26,343**	**1,963**	**840**	**43%**	**1,389**	**365**	**123**	**50**	**36**	**-**	**25,670**	**14,739**	**57%**	**10,931**	**43%**	**20,368**	**5,302**	**-**
ABSTUDY - Non-Schooling A	18,089	1,400	613	44%	1,049	277	64	10	-	-	17,704	9,341	53%	8,363	47%	13,778	3,926	28
ABSTUDY - Pensioner Education Supplement	988	25	4	16%	23	2	-	-	-	-	992	850	86%	142	14%	924	68	11
ABSTUDY - Schooling A	5,542	65	6	9%	60	4	1	-	-	-	5,587	3,904	70%	1,683	30%	5,103	484	22
Farm Household Allowance	1,724	473	217	46%	257	82	58	40	36	-	1,387	644	46%	743	54%	563	824	48
Cross Programme	**295,447**	**3,500**	**824**	**29%**	**2,656**	**453**	**179**	**129**	**43**	**40**	**308,340**	**168,183**	**56%**	**130,092**	**44%**	**205,487**	**102,853**	**-**
Crisis Payment	140,451	402	125	31%	396	6	-	-	-	-	140,680	91,943	65%	48,737	35%	90,965	49,715	3
Essential Medical Equipment	9,598	619	N/A	N/A	473	135	11	-	-	-	10,065	N/A	N/A	N/A	N/A	7,018	3,047	42
Low Income Card	144,948	2,458	697	28%	1,767	312	167	129	43	40	157,154	75,881	48%	81,273	52%	107,084	50,070	53
Status Resolution Support Services	450	21	2	10%	20	-	1	-	-	-	441	359	81%	82	19%	420	21	11
Totals	**3,487,008**	**145,395**	**49,110**	**-**	**77,259**	**28,416**	**16,963**	**14,037**	**6,188**	**2,532**	**3,661,077**	**1,832,461**	**-**	**1,321,097**	**-**	**2,912,750**	**746,432**	**-**

Administrative correctness per programme

Programme	Correctness
ABSTUDY	92.50%
Age Pension	85.80%
Aged Care	91.50%
Austudy	84.20%
Carer Allowance	94.90%
Carer Payment	91.70%
Child Care Subsidy	97.10%
Concession Cards	89.90%
Crisis Payment	97.90%
Dad and Partner Pay	98.40%
Disability Support Pension	91.70%
Emergency Payments	95.60%
Double Orphan Pension	100%
Family Tax Benefit	91.90%
Farm Household Allowance	84.80%
Home Equity Access Scheme	91.30%
JobSeeker Payment	91.80%
Medical Equipment Payment	91.90%
Mobility Allowance	93.70%
Paid Parental Leave	97.10%
Parenting Payment Partnered	90.10%
Parenting Payment Single	90.60%
Pensioner Education Supplement	90.50%
Special Benefit	90.20%
Stillborn Baby Payment	100%
Tertiary Access Payment	92.10%
Youth Allowance	89.00%

Payment accuracy per programme

Payment Accuracy data, derived from the Agency's Payment Accuracy Review program, is published in the 2023-24 Department of Social Services Annual Report (p. 54)

Table 1.1.1: Payment Accuracy (2023-24 financial year)

	Number of recipients surveyed*	Payment Accuracy (%)	Confidence Interval (±)	Annual outlays ($m)	Inaccuracy risk (%)	Inaccuracy risk ($m)	Downward variation (%)	Downward variation ($m)	Upward variation (%)	Upward variation ($m)
ABSTUDY	873	66.44	3.42	122.77	33.56	41.20	33.25	40.82	0.30	0.37
Age Pension	3,311	96.97	0.45	59,156.38	3.03	1,794.08	2.29	1,356.21	0.74	437.87
Austudy	873	76.34	2.9	396.03	23.66	93.69	23.45	92.85	0.21	0.84
Carer Allowance	1,500	94.49	1.19	2,805.74	5.51	154.65	5.51	154.65	0.00	0.00
Carer Payment	1,179	93.45	1.36	7,537.34	6.55	494.02	6.15	463.81	0.40	30.21
Disability Support Pension	2,722	97.95	0.48	21,462.83	2.12	455.75	2.00	429.35	0.12	26.40
Family Tax Benefit	3,179	95.54	0.72	16,966.89	4.46	757.53	4.43	751.68	0.03	5.85
Jobseeker Payment	3,551	89.89	0.99	13,859.80	10.11	1,401.63	9.97	1,382.18	0.14	19.44
Parenting Payment (Partnered)	999	81.08	2.44	854.58	18.92	161.69	18.74	160.11	0.18	1.58
Parenting Payment (Single)	1,010	92.39	1.67	6,348.59	7.61	483.39	7.44	472.35	0.17	11.04
Special Benefit	593	93.9	1.88	140.32	6.10	8.56	5.92	8.31	0.18	0.25
Youth Allowance (Other)	893	85.15	2.37	1,001.48	14.85	148.67	14.07	140.89	0.78	7.78
Youth Allowance (Student)	878	79.11	2.84	1,755.28	20.89	366.70	20.16	353.85	0.73	12.85
Overall	**21,561**	**95.07**	**0.29**	**132,408.04**	**4.94**	**6,540.24**	**4.52**	**5,982.43**	**0.42**	**557.81**

Disclosures

The overall figure is not equal to the sum of individual payments, due to the effects of rounding and weightings.

Medical eligibility for recipients of Disability Support Pension and income for Family Tax benefit recipients are not examined by the review process.

* Recipients are sampled from the population of recipients who are in receipt of the payment at the time of the program. A small number of recipients are excluded from the selection process for practical or humanitarian reasons based upon agreed to business rules. The timing of the selection process also means that recipients whose payments were granted shortly before the selection is drawn, or whose payments were suspended, may not be included in the selectable population.

Request
For Social Security and Welfare claims in 2023-24 – By LGA:

<table>
<tr><td rowspan="2">2</td><td>

1. Programme
2. Received
3. State
4. LGA
5. On Hand as at 30 June 2024
6. On Hand Over Standard %
7. On Hand Over Standard
8. Total number of claims <30 days
9. Total number of claims 30-59 days
10. Total number of claims 60-89 days
11. Total number of claims 90-129 days
12. Total number of claims 130-199 days
13. Total number of claims over 200 days
14. Completed as at 30 June 2024
15. Completed within Standard
16. % Completed Within Standard
17. Completed Over Timeliness
18. % Completed Over Timeliness
19. Average Days to Process
20. Administrative correctness per programme (SSW correctness rate)
21. % Administrative correctness per programme (SSW correctness rate)
22. Payment accuracy per programme
23. Totals

</td></tr>
</table>

Response

2	Services Australia does not currently have curated data available by Local Government Area (LGA), as we do not ingest claims, process claims or develop Key Performance Indicators (KPIs) based on LGA. Our claims on hand and claims completed data curations do not contain this level of detail. To prepare this data would require significant work and be an unreasonable diversion of resources. Services Australia are also unable to provide administrative correctness as it is not possible to report this data down to LGA. **Data.gov.au** To assist the Committee, please see below steps to find the information online: 1. On the data.gov.au website select 'Organisations' from the top right menu and enter Services Australia in the search function. 2. Select Service Australia from the returned results. 3. Select the hyperlink Services Australia open data datasets and then select Services Australia-Service Delivery quarterly operational data. At this point you can select the relevant quarter and download the excel spreadsheet. The data by quarter includes Telephony, Emergency Claims, SSW claims, SSW non-claims, SSW claims by LGA, Health Claims, Health non-claims, Child Support, Face to Face contacts and hours vs work processed.

Request
For Social Security Non-Claims 2023-24: 1. Program category 2. Received 3. On hand 4. Totals

3

Response

Social Security Non-Claims - 2023 – 2024:

Program Category	Received	On Hand	Completed
ABSTUDY	95,965	8,959	100,595
Boutique	400,164	68,778	399,556
Carers	201,405	43,881	181,692
Complex Assessment	81,297	13,238	73,964
Customer Services	634,027	6,158	645,773
Deduction and Confirmation	37,334	348	37,282
Disabilities	299,629	15,944	296,145
Emergency	149	4	160
Families and Child Care	1,143,728	136,964	1,173,867
General	7,674,067	587,657	7,801,601
Intensive Services	142,676	2,808	146,817
International	359,288	76,535	338,801
Job Seekers	706,420	44,774	763,022
Older Australians	154,587	5,029	137,745
Other	38,860	1,596	40,745
Parenting	124,452	297	126,948
Students and Trainees	271,983	38,337	263,028
Totals	**12,366,031**	**1,051,307**	**12,527,741**

Note: claims completed and claims on hand can include claims that were received prior to the reported financial year, and these columns won't always correlate.

Data.gov.au

To assist the Committee, please see below steps to find the information online:

1. On the data.gov.au website select 'Organisations' from the top right menu and enter Services Australia in the search function.
2. Select Service Australia from the returned results.
3. Select the hyperlink Services Australia open data datasets and then select Services Australia-Service Delivery quarterly operational data.

At this point you can select the relevant quarter and download the excel spreadsheet. The data by quarter includes Telephony, Emergency Claims, SSW claims, SSW non-claims, SSW claims by LGA, Health Claims, Health non-claims, Child Support, Face to Face contacts and hours vs work processed.

Request

	Health Claims/Work for 2023-24:
	1. Programme
	2. Received
	3. On Hand as at 30 June 2024
	4. On Hand Over Standard
	5. On Hand Over Standard %
	6. Total number of claims <30 days
	7. Total number of claims 30-59 days
	8. Total number of claims 60-89 days
	9. Total number of claims 90-129 days
4	10. Total number of claims 130-199 days
	11. Total number of claims over 200 days
	12. Completed
	13. Completed within Standard
	14. % Completed Within Standard
	15. Completed Over Standard
	16. % Completed Over Standard
	17. Average Days to Process
	18. Administrative correctness per programme (Health correctness rate)
	19. % Administrative correctness per programme (Health correctness rate)
	20. Payment accuracy per programme
	21. Totals

Response

	Data.gov.au
	To assist the Committee, please see below steps to find the information online:
	1. On the data.gov.au website select 'Organisations' from the top right menu and enter Services Australia in the search function.
	2. Select Service Australia from the returned results.
	3. Select the hyperlink Services Australia open data datasets and then select Services Australia-Service Delivery quarterly operational data.
4	At this point you can select the relevant quarter and download the excel spreadsheet. The data by quarter includes Telephony, Emergency Claims, SSW claims, SSW non-claims, SSW claims by LGA, Health Claims, Health non-claims, Child Support, Face to Face contacts and hours vs work processed.
	Payment Accuracy per programme
	The Payment Accuracy program is not undertaken for Health activities.
	Please see the following tables for the information requested.

Health Claims: 2023–2024

| Programme | Received | On Hand | On Hand Over Standard | % On Hand Over Standard | Days | | | | | | Completed | Completed within Standard | % Completed Within Standard | Completed Over Standard | % Completed Over Standard | Average Days to Process |
					<30 days	30-59 days	60-89 days	90-129 days	130-199 days	over 200 days						
Aged Care - Customer	2,782	990	739	75%	255	129	89	103	183	231	2,182	1,201	55%	981	45%	52
Aged Care - Customer - Home Care	22,867	2,151	1,148	53%	1,022	444	269	178	120	118	24,543	11,796	48%	12,747	52%	42
Aged Care - Customer - Resi Care	94,304	9,303	3,653	39%	5,747	2,118	493	211	184	550	99,023	43,856	44%	55,167	56%	46
Aged Care - Provider	46,147	810	412	51%	791	17	1	1	-	-	46,918	19,249	41%	27,669	59%	10
Aged Care - Provider - Home Care	43	4	-	0%	4	-	-	-	-	-	55	12	22%	43	78%	33
Australian Immunisation Register	11,778	88	44	50%	87	1	-	-	-	-	13,540	4,144	31%	9,396	69%	6
Australian Organ Donor Register	11,183	5	2	40%	4	1	-	-	-	-	11,525	6,555	57%	4,970	43%	10
Bulk Bill	3,661,917	5,279	1,678	32%	3,640	67	28	52	250	1,242	3,704,926	841,448	23%	2,863,478	77%	3
Complex Drugs	332,608	1,539	1	0%	1,539	-	-	-	-	-	338,144	210,825	62%	127,319	38%	6
Continence Aids Payment Scheme	52,131	2,808	414	15%	2,395	356	19	10	12	16	52,555	17,617	34%	34,938	66%	49
Disaster Health Care Assistance Scheme	984	13	9	69%	5	6	2	-	-	-	1,032	786	76%	246	24%	14
eBusiness	53,640	1,752	240	14%	1,643	60	18	10	11	10	44,863	29,146	65%	15,717	35%	19
eServices	-	-	-	0%	-	-	-	-	-	-	-	-	0%	-	0%	0
External Breast Prosthesis	14,890	6	1	17%	6	-	-	-	-	-	15,725	15,179	97%	546	3%	6
Healthcare Identifiers	13,199	100	23	23%	99	-	-	-	-	1	13,060	10,833	83%	2,227	17%	8
Incentives	17,807	33	2	6%	31	-	-	-	1	1	17,751	17,696	100%	55	0%	0
Medicare Eligibility & Enrolment	1,146,985	19,497	8,457	43%	14,844	4,259	319	34	17	24	1,228,889	308,651	25%	920,238	75%	49
Medicare Entitlement statement	318,917	31,734	3,152	10%	29,695	2,039	-	-	-	-	297,292	41,315	14%	255,977	86%	82
Medicare Safety Net	57,378	613	15	2%	609	-	-	2	1	1	58,167	31,976	55%	26,191	45%	15
Organisation Register	950	8	-	0%	4	2	1	-	-	1	1,087	1,087	100%	-	0%	12
Patient Claims	4,142,313	6,805	2,500	37%	4,199	135	62	139	162	2,108	4,310,833	2,151,305	50%	2,159,528	50%	9
PBS Patient Refunds	43,159	12,488	5,513	44%	3,391	3,418	3,223	2,433	23	-	40,150	2,409	6%	37,741	94%	119
PBS Safety Net	238,408	26,807	4	0%	26,266	464	4	4	58	11	254,995	106,606	42%	148,389	58%	98
Pharmaceutical Benefits Scheme	47,653	453	29	6%	448	2	2	-	-	1	46,310	23,915	52%	22,395	48%	6
Provider Registration	142,866	1,048	125	12%	1,020	18	5	4	1	-	146,145	83,043	57%	63,102	43%	17
Simplified Billing	1,315,466	6,955	6,027	87%	1,891	181	225	461	453	3,744	1,318,289	576,921	44%	741,368	56%	4
Veterans Affairs Processing	1,633,019	15,053	10,475	70%	6,586	5,472	2,990	3	2	-	1,638,198	939,906	57%	698,292	43%	5
Total	**13,423,394**	**146,342**	**44,663**	**31%**	**106,221**	**19,189**	**7,750**	**3,645**	**1,478**	**8,059**	**13,726,197**	**5,497,477**	**40%**	**8,228,720**	**60%**	**-**

Programme	Correctness
Australian Immunisation Register	90.50%
Australian Organ Donor Register	94.60%
Aged Care	98.50%
Disaster Health Care Assistance Scheme	99.20%
External Breast Prostheses Reimbursement Program	96.10%
Healthcare Identifiers ehealth	97.90%
Incentives	93.90%
Pharmaceutical Benefits Scheme	87.10%
Provider Registration	90.60%
Remote Area Aboriginal Health Services	93.50%
Simplified Billing	92.10%
eBusiness	89.50%
Medicare	97.80%
Medicare Compensation Recovery Scheme	90.30%
Veterans Affairs Program	99.10%

Request	
5	**Health claims (Medicare Services):** 1. Lodgement channel 2. Percentage 3. Target

Response	

5		Lodgement Channel	2023-24 Percentage Result	Target
		Medicare Benefits Schedule - Claims submitted **digitally** at the point of service	72.2% of claims processed within 2 days of claim lodgement	82% of claims processed within 2 days of claim lodgement
		Medicare Benefits Schedule - Claims submitted **digitally**, not at the point of service	46.8% of claims processed within 7 days of claim lodgement	82% of claims processed within 2 days of claim lodgement
		Medicare Benefits Schedule - Claims submitted **manually**	43.6% of claims processed within 21 days of claim lodgement	82% of claims processed within 2 days of claim lodgement

Request
Health Non-Claims/Work for 2023-24: 1. Service Reason 2. Received 3. On hand 4. Completed 5. Average Days to Process 6. Totals

Response

Data.gov.au

To assist the Committee, please see below steps to find the information online:

1. On the data.gov.au website select 'Organisations' from the top right menu and enter Services Australia in the search function.
2. Select Service Australia from the returned results.
3. Select the hyperlink Services Australia open data datasets and then select Services Australia-Service Delivery quarterly operational data.

At this point you can select the relevant quarter and download the excel spreadsheet. The data by quarter includes Telephony, Emergency Claims, SSW claims, SSW non-claims, SSW claims by LGA, Health Claims, Health non-claims, Child Support, Face to Face contacts and hours vs work processed.

Please see the following tables for the information requested.

Health Non-Claims: 2023–2024

Programme	Received	On Hand	Completed	Average Days to Process
Aged Care - Customer	56,474	3,048	55,522	18
Aged Care - Customer - Resi Care	2,233	707	2,265	148
Aged Care - Provider	15,349	4,165	18,631	96
Aged Care - Provider - Home Care	7,093	1,981	6,961	70
Australian Immunisation Register	1,096,720	4,121	1,139,679	10
Australian Organ Donor Register	1,118	-	1,339	20
Boutique	222,213	223	222,358	36
Bulk Bill	38,030	19,412	25,809	154
Complex Drugs	288	23	292	4
Continence Aids Payment Scheme	2,747	79	6,162	60
eBusiness	18,955	3,865	25,980	89
eServices	60,727	2,223	62,588	75
Healthcare Identifiers	45	7	371	16
Home Vacation Review	15,095	10,006	8,967	151

Health Non-Claims: 2023–2024

Programme	Received	On Hand	Completed	Average Days to Process
Incentives	13,692	327	14,566	11
Medicare Eligibility & Enrolment	21,976	506	39,891	29
Medicare Entitlement statement	8,603	52	8,635	69
Medicare Payments - Customer	1,357	10	1,874	54
Medicare Payments - Provider	3,681	3,187	2,680	172
Medicare Safety Net	4,794	7,416	904	194
Organisation Register	12	-	9	66
Patient Claims	94,777	27,667	100,246	63
Pharmaceutical Benefits Scheme	45,079	348	46,368	7
Provider Registration	325	24	356	8
Simplified Billing	25,257	23,281	13,622	247
Veterans Affairs Processing	9,823	1,330	10,300	30
Total	**1,766,463**	**114,008**	**1,816,375**	**-**

Request

	Child Support (CSP) work for 2023-24: 1. Programme 2. Received 3. On Hand as at 30 June 2024 4. On Hand Over Standard 5. On Hand Over Standard % 6. Total number of claims <30 days 7. Total number of claims 30-59 days 8. Total number of claims 60-89 days 9. Total number of claims 90-129 days 10. Total number of claims 130-199 days 11. Total number of claims over 200 days 12. Completed 13. Completed Within Standard 14. % Completed Within Standard 15. Completed Over Standard 16. % Completed Over Standard 17. Average Days to Process 18. Administrative correctness per category (correctness rate) 19. Totals
7	

Response

7	**Data.gov.au** To assist the Committee, please see below steps to find the information online: 1. On the data.gov.au website select 'Organisations' from the top right menu and enter Services Australia in the search function. 2. Select Service Australia from the returned results. 3. Select the hyperlink Services Australia open data datasets and then select Services Australia-Service Delivery quarterly operational data. At this point you can select the relevant quarter and download the excel spreadsheet. The data by quarter includes Telephony, Emergency Claims, SSW claims, SSW non-claims, SSW claims by LGA, Health Claims, Health non-claims, Child Support, Face to Face contacts and hours vs work processed. Please see the following tables for the information requested.

Administrative correctness per category (correctness rate)

Category	Correctness
New registrations	88.20%

Child Support Work: 2023–2024

| Programme Category | Received | On Hand | On Hand Over Standard | % On Hand Over Standard | Days | | | | | | Completed | Completed Within Standard | % Completed Within Standard | Completed Over Standard | % Completed Over Standard | Average Days to Process |
					<30 days	30-59 days	60-89 days	90-129 days	130-199 days	over 200 days						
Applications	140,288	8,467	2,976	35%	7,043	980	194	90	67	93	138,191	70,261	51%	67,930	49%	26
Assessment	662,018	12,801	4,536	35%	10,293	1,372	491	166	153	326	662,786	540,393	82%	122,393	18%	24
Bereavement	84,445	994	289	29%	503	243	103	94	33	18	86,704	80,912	93%	5,792	7%	42
Care	482,229	36,943	27,098	73%	16,945	4,810	3,388	2,285	978	8,537	479,474	216,321	45%	263,153	55%	122
CoA	207,799	8,460	5,882	70%	3,650	1,744	1,827	1,104	109	26	208,424	97,073	47%	111,351	53%	16
Collection	1,170,876	37,881	14,892	39%	26,790	6,679	1,968	873	536	1,035	1,200,248	832,283	69%	367,965	31%	30
Employer Withholding	364,833	5,471	2,066	38%	4,458	423	163	129	83	215	363,601	312,521	86%	51,080	14%	9
Escalated Issue	195,030	14,741	10,687	72%	5,028	2,817	3,481	1,537	1,093	785	187,994	108,438	58%	79,556	42%	24
Other	436,060	7,512	3,668	49%	5,697	709	379	158	155	414	437,178	341,712	78%	95,466	22%	50
Payment	209,944	11,550	7,035	61%	8,732	1,329	922	229	101	237	213,776	123,555	58%	90,221	42%	31
Uncategorised	338	1	-	0%	1	-	-	-	-	-	656	174	27%	482	73%	-
Total	**3,953,860**	**144,821**	**79,129**	**-**	**89,140**	**21,106**	**12,916**	**6,665**	**3,308**	**11,686**	**3,979,032**	**2,723,643**	**-**	**1,255,389**	**-**	**-**

Request
8	**Face to face contacts 2023-24 – Service Centre:** 1. Service Centre 2. Average Daily Contacts 3. Total Contacts 4. Social Security Contacts 5. Health Contacts 6. Abandoned Contacts
Response	
8	**Data.gov.au** To assist the Committee, please see below steps to find the information online: 1. On the data.gov.au website select 'Organisations' from the top right menu and enter Services Australia in the search function. 2. Select Service Australia from the returned results. 3. Select the hyperlink Services Australia open data datasets and then select Services Australia-Service Delivery quarterly operational data. At this point you can select the relevant quarter and download the excel spreadsheet. The data by quarter includes Telephony, Emergency Claims, SSW claims, SSW non-claims, SSW claims by LGA, Health Claims, Health non-claims, Child Support, Face to Face contacts and hours vs work processed. Please see the following tables for the information requested.

Service Centre	Average Daily Contacts	Total Contacts	Social Security Contacts	Health Contacts	Abandoned Contacts
Airport West	194	48,060	Not Available	Not Available	Not Available
Aitkenvale	248	61,488	58,010	3,478	1,486
Albany	131	32,625	29,784	2,841	799
Albury	229	57,272	51,953	5,319	701
Alice Springs	222	55,135	54,082	1,053	2,473
Ararat	52	12,889	11,942	947	59
Armadale (WA)	196	48,709	45,459	3,250	752
Armidale	112	27,897	26,740	1,157	869
Atherton	86	21,312	19,596	1,716	61
Auburn	244	60,916	56,830	4,086	629
Ayr	55	13,735	12,846	889	139
Bairnsdale	133	33,095	30,737	2,358	498
Ballarat	223	55,269	51,357	3,912	750

Service Centre	Average Daily Contacts	Total Contacts	Social Security Contacts	Health Contacts	Abandoned Contacts
Ballina	129	31,756	28,979	2,777	386
Bankstown	409	90,322	Not Available	Not Available	Not Available
Batemans Bay	96	23,919	21,601	2,318	237
Bathurst	123	30,632	28,233	2,399	647
Beaudesert	79	19,653	19,180	473	111
Beenleigh	224	55,543	Not Available	Not Available	Not Available
Bega	69	17,327	15,778	1,549	164
Belconnen	234	57,996	51,054	6,942	180
Belgrave	47	11,481	11,067	414	122
Bendigo	230	57,128	53,258	3,870	1,402
Berri	91	22,681	20,730	1,951	304
Biggera Waters	195	48,592	46,541	2,051	586
Biloela	24	5,820	5,680	140	34
Blacktown	356	88,928	81,182	7,746	783
Bondi Junction	162	40,582	31,789	8,793	303
Boronia	122	30,157	28,028	2,129	362
Borroloola	16	3,082	3,067	15	22
Bourke	27	6,635	6,565	70	76
Bowen	52	12,825	12,211	614	227
Bowral	96	23,973	20,418	3,555	355
Box Hill	207	51,222	43,521	7,701	858
Bridgewater	65	15,980	15,650	330	203
Broken Hill	78	19,586	18,938	648	119
Brookvale	209	52,128	42,516	9,612	1,378
Broome	89	22,127	21,581	546	457
Browns Plains	221	55,103	53,166	1,937	1,121
Brunswick Heads	78	19,529	19,011	518	133
Bunbury	193	48,086	43,430	4,656	1,460
Bundaberg	242	60,144	56,549	3,595	1,499
Burnie	99	24,472	23,016	1,456	668
Burwood	231	57,629	47,149	10,480	169
Busselton	109	27,235	25,844	1,391	273
Butler	74	4,862	4,280	582	118
Caboolture	272	67,808	64,099	3,709	668
Cabramatta	252	62,904	62,078	826	1,066
Cairns City	345	86,622	81,501	5,121	2,929
Caloundra	154	38,465	35,083	3,382	654
Camberwell	99	24,570	19,936	4,634	538
Camden	164	41,014	36,969	4,045	321
Campbelltown	236	58,934	54,793	4,141	977
Campsie	236	59,076	51,512	7,564	750
Cannington	291	72,522	63,493	9,029	1,636

Service Centre	Average Daily Contacts	Total Contacts	Social Security Contacts	Health Contacts	Abandoned Contacts
Cannonvale	46	11,490	10,989	501	247
Capalaba	105	25,837	23,871	1,966	305
Caringbah	116	29,028	25,288	3,740	350
Carnarvon	41	9,886	9,739	147	114
Casino	87	21,661	20,511	1,150	217
Casuarina	259	64,299	61,311	2,988	2,200
Ceduna	34	8,279	8,216	63	26
Cessnock	98	24,582	23,037	1,545	395
Charlestown	159	39,788	36,483	3,305	502
Charleville	16	3,901	3,722	179	25
Charters Towers	42	10,562	10,337	225	30
Chatswood	200	50,094	41,531	8,563	251
Cheltenham	193	47,848	42,810	5,038	785
Chermside	122	30,436	27,082	3,354	646
Cleveland	152	37,885	34,857	3,028	112
Coffs Harbour	208	51,904	47,964	3,940	1,389
Colac	57	14,196	13,162	1,034	85
Coober Pedy	24	5,743	5,716	27	23
Coolaroo	306	75,942	71,104	4,838	1,587
Cooma	43	10,784	9,715	1,069	162
Corio	160	39,613	36,344	3,269	535
Corrimal	124	30,916	29,918	998	461
Cowra	62	15,434	14,142	1,292	161
Cranbourne	229	56,751	53,071	3,680	836
Dalby	68	16,849	16,016	833	24
Dandenong	365	90,445	80,575	9,870	1,821
Dapto	130	32,446	31,586	860	224
Darebin	222	55,019	49,247	5,772	1,550
Darlinghurst	132	33,022	27,623	5,399	416
Darwin	137	33,889	32,122	1,767	1,576
Deception Bay	150	37,314	34,928	2,386	581
Deniliquin	40	9,905	9,419	486	14
Derby	52	12,816	12,618	198	194
Devonport	146	36,177	33,490	2,687	865
Dubbo	172	42,998	39,789	3,209	1,484
Eastgardens	204	51,113	43,947	7,166	576
Echuca	101	25,055	22,204	2,851	469
Elizabeth	254	62,878	Not Available	Not Available	Not Available
Emerald	48	11,862	10,685	1,177	189
Enfield	156	38,940	37,145	1,795	726
Epping	302	75,003	71,152	3,851	2,105
Esperance	44	10,906	10,509	397	255

Service Centre	Average Daily Contacts	Total Contacts	Social Security Contacts	Health Contacts	Abandoned Contacts
Fairfield	391	97,746	89,034	8,712	2,336
Fitzroy Crossing	45	10,493	10,356	137	366
Footscray	200	49,580	46,321	3,259	1,146
Fortitude Valley	145	35,447	33,038	2,409	1,088
Fountain Gate	238	59,126	54,516	4,610	732
Frankston	221	54,808	51,575	3,233	1,216
Fremantle	226	56,375	51,781	4,594	2,114
Galiwinku	50	11,550	11,508	42	272
Gawler	134	33,259	31,528	1,731	801
Geelong	222	55,133	49,956	5,177	772
Geraldton	142	35,441	33,598	1,843	2,087
Gladstone	137	34,025	31,579	2,446	893
Glen Innes	44	10,778	10,467	311	53
Glen Waverley	148	36,826	31,184	5,642	358
Glenelg	114	28,304	27,096	1,208	488
Glenorchy	158	39,279	36,309	2,970	625
Goodna	209	51,975	49,640	2,335	925
Goondiwindi	33	8,161	7,986	175	38
Gosford	152	38,078	35,145	2,933	615
Gosnells	214	53,254	51,325	1,929	937
Goulburn	107	26,630	24,105	2,525	234
Grafton	119	29,693	27,217	2,476	209
Greensborough	155	38,509	34,764	3,745	676
Griffith	94	23,436	19,909	3,527	635
Groote Eylandt	28	5,983	5,922	61	51
Gungahlin	151	37,496	33,063	4,433	419
Gunnedah	51	12,754	11,823	931	198
Gympie	125	31,222	29,408	1,814	597
Halls Creek	42	10,220	10,176	44	293
Hamilton	53	13,154	11,965	1,189	45
Hastings	76	18,966	17,691	1,275	216
Hawkesbury	116	29,027	26,725	2,302	440
Heidelberg	102	25,187	22,756	2,431	361
Hermannsburg	17	4,179	4,167	12	49
Hervey Bay	196	48,746	45,648	3,098	996
Hobart	108	26,881	24,245	2,636	584
Hornsby	157	39,337	33,867	5,470	631
Horsham	69	17,115	15,933	1,182	158
Huonville	50	12,161	11,414	747	23
Hurstville	234	58,483	49,008	9,475	928
Inala	281	69,962	65,672	4,290	990
Ingham	45	11,118	10,444	674	46

Service Centre	Average Daily Contacts	Total Contacts	Social Security Contacts	Health Contacts	Abandoned Contacts
Ingleburn	176	44,055	41,620	2,435	684
Innaloo	156	38,751	34,509	4,242	868
Innisfail	99	24,495	22,926	1,569	241
Inverell	77	19,134	17,846	1,288	123
Ipswich	227	56,424	53,150	3,274	1,005
Joondalup	215	53,451	48,955	4,496	1,880
Kadina	73	18,224	17,690	534	167
Kalgoorlie	111	27,526	25,818	1,708	730
Karratha	48	11,755	11,092	663	112
Katherine	112	27,779	27,418	361	849
Katoomba	69	17,272	15,615	1,657	345
Kawana Waters	101	25,273	23,223	2,050	331
Kempsey	104	25,904	24,718	1,186	725
Kilkenny	176	43,881	42,524	1,357	842
Kingaroy	104	25,843	24,544	1,299	392
Kingston	56	13,614	11,223	2,391	40
Kununurra	68	16,774	16,582	192	933
Kurri Kurri	53	13,096	12,674	422	71
Lake Haven	143	35,701	33,623	2,078	972
Launceston	199	49,379	45,777	3,602	1,146
Laverton	11	2,647	2,539	108	1
Leeton	44	10,903	10,498	405	203
Leichhardt	129	32,173	27,472	4,701	578
Lilydale	133	33,083	30,696	2,387	598
Lismore	134	33,427	31,544	1,883	461
Lithgow	61	15,369	14,176	1,193	99
Liverpool	392	98,005	Not Available	Not Available	Not Available
Longreach	13	3,226	3,117	109	23
Mackay	201	50,065	46,176	3,889	659
Maitland	137	34,171	31,825	2,346	238
Mandurah	228	56,876	53,227	3,649	1,313
Maningrida	86	20,315	20,305	10	15
Mareeba	87	21,583	21,032	551	136
Margate	130	32,394	29,929	2,465	305
Marion	241	60,082	54,245	5,837	1,401
Maroochydore	161	40,102	36,393	3,709	608
Marrickville	122	30,606	28,860	1,746	369
Maryborough QLD	131	32,644	30,252	2,392	558
Maryborough VIC	71	17,514	17,072	442	67
Mayfield	105	26,300	24,616	1,684	406
Melton	230	56,967	53,536	3,431	561
Merrylands	326	81,476	73,541	7,935	494

Service Centre	Average Daily Contacts	Total Contacts	Social Security Contacts	Health Contacts	Abandoned Contacts
Midland	254	63,201	Not Available	Not Available	Not Available
Mildura	183	45,427	41,567	3,860	1,047
Mirrabooka	228	56,720	54,338	2,382	1,890
Mitchelton	139	34,557	31,394	3,163	429
Modbury	217	53,982	48,981	5,001	1,283
Moree	57	14,288	13,632	656	176
Moreland	153	37,953	35,335	2,618	818
Morley	274	68,175	60,814	7,361	1,967
Mornington	84	20,715	18,568	2,147	109
Morwell	149	36,880	35,639	1,241	788
Mossman	44	10,077	9,859	218	160
Mt Barker	101	25,103	23,680	1,423	479
Mt Druitt	317	79,346	74,454	4,892	1,177
Mt Gambier	116	28,878	26,960	1,918	622
Mt Gravatt	221	55,030	49,577	5,453	1,198
Mt Isa	102	25,308	24,144	1,164	273
Mudgee	67	16,675	15,210	1,465	100
Murray Bridge	91	22,726	22,078	648	365
Murwillumbah	69	17,153	16,638	515	88
Muswellbrook	54	13,492	12,791	701	192
Nambour	121	30,261	28,546	1,715	431
Nambucca Heads	76	18,916	17,911	1,005	401
Narooma	45	11,156	10,119	1,037	58
Narrabri	45	11,362	10,827	535	204
Nelson Bay	82	20,579	18,931	1,648	249
Nerang	143	35,700	33,655	2,045	433
Newcastle	95	23,694	22,099	1,595	511
Newman	35	8,676	8,461	215	35
Newmarket	118	29,256	27,530	1,726	358
Nhulunbuy	55	13,443	13,331	112	131
Noarlunga	219	54,651	51,847	2,804	1,669
Noosa	110	27,349	25,767	1,582	546
Normanton	21	5,023	4,980	43	6
Northam	78	19,539	19,174	365	338
Northern Peninsula	13	3,150	3,120	30	20
Norwood	177	44,075	41,266	2,809	1,032
Nowra	175	43,686	40,655	3,031	1,876
Nundah	123	30,655	28,850	1,805	399
Oakleigh	176	43,633	39,547	4,086	665
Orange	127	31,842	28,416	3,426	674
Pakenham	143	35,554	33,152	2,402	192
Palm Beach	108	27,074	26,039	1,035	224

Service Centre	Average Daily Contacts	Total Contacts	Social Security Contacts	Health Contacts	Abandoned Contacts
Palm Island	33	7,991	7,965	26	104
Palmerston	206	51,082	48,903	2,179	1,904
Parkes	51	12,770	11,533	1,237	88
Parramatta	263	65,727	58,403	7,324	1,883
Penrith	230	57,399	52,076	5,323	791
Perth City	113	27,660	Not Available	Not Available	Not Available
Port Adelaide	164	40,855	38,079	2,776	870
Port Augusta	98	24,323	23,114	1,209	305
Port Lincoln	84	20,957	19,828	1,129	464
Port Macquarie	169	42,257	38,999	3,258	1,545
Port Pirie	80	19,898	19,074	824	397
Portland	49	12,113	11,270	843	98
Queanbeyan	100	24,901	22,115	2,786	477
Raymond Terrace	121	30,127	28,141	1,986	509
Redfern	184	46,111	43,922	2,189	1,710
Ringwood	164	40,575	36,765	3,810	535
Robina	147	36,602	31,175	5,427	793
Rockdale	150	37,422	35,441	1,981	426
Rockhampton	180	44,848	41,014	3,834	1,107
Rockingham	245	61,004	55,722	5,282	1,478
Rosebud	108	26,666	25,041	1,625	79
Rosny Park	114	28,349	25,915	2,434	439
Rouse Hill	211	52,827	45,493	7,334	1,032
Rowville	108	26,688	24,217	2,471	569
Ryde	176	43,929	39,065	4,864	972
Sale	93	22,961	21,456	1,505	337
Salisbury	261	64,978	63,081	1,897	1,305
Santa Teresa	13	3,052	3,046	6	60
Seymour	60	14,907	14,449	458	108
Shellharbour	175	43,747	39,961	3,786	428
Shepparton	258	63,961	58,179	5,782	524
Singleton	49	12,073	11,108	965	151
Sorell	16	3,909	3,616	293	4
South Brisbane	110	27,319	25,340	1,979	353
South Hedland	69	16,939	16,486	453	389
Southport	222	55,229	50,047	5,182	1,194
Springvale	229	56,574	52,511	4,063	634
Springwood	60	14,900	13,413	1,487	222
St Marys	163	40,767	39,519	1,248	554
Stanthorpe	49	12,044	11,492	552	4
Stawell	37	9,141	8,830	311	50
Stones Corner	183	45,489	41,309	4,180	712

Service Centre	Average Daily Contacts	Total Contacts	Social Security Contacts	Health Contacts	Abandoned Contacts
Strathpine	211	52,572	48,735	3,837	585
Success	193	47,934	43,027	4,907	885
Sunbury	89	22,111	21,656	455	293
Sunshine	320	79,411	72,299	7,112	764
Sutherland	121	30,278	26,268	4,010	281
Swan Hill	72	17,955	16,503	1,452	34
Tamworth	181	45,300	41,696	3,604	784
Taree	143	35,820	33,813	2,007	1,279
Tennant Creek	70	17,281	17,157	124	827
The Entrance	106	26,527	24,712	1,815	290
Thursday Island	14	3,365	3,305	60	8
Tiwi Islands	53	12,641	12,599	42	288
Toowong	139	34,631	29,300	5,331	669
Toowoomba	311	77,405	72,970	4,435	1,911
Toronto	98	24,541	22,657	1,884	441
Torrensville	181	45,185	40,020	5,165	1,424
Townsville Willows	153	38,127	34,993	3,134	442
Traralgon	20	4,976	1,597	3,379	4
Tuggeranong	148	36,685	32,327	4,358	603
Tumut	40	9,804	9,398	406	43
Tuncurry	104	25,915	24,002	1,913	421
Tweed Heads	183	45,726	42,357	3,369	1,285
Ulladulla	70	17,550	16,222	1,328	120
Victor Harbor	85	21,043	20,082	961	343
Victoria Park	216	53,731	50,466	3,265	1,670
Wadeye	74	15,457	15,416	41	384
Wagga Wagga	181	45,164	41,335	3,829	997
Walgett	30	7,313	7,249	64	9
Wallsend	130	32,380	29,612	2,768	269
Wangaratta	109	27,086	25,088	1,998	306
Warragul	96	23,884	22,251	1,633	406
Warrnambool	113	27,991	25,229	2,762	455
Warwick	80	19,656	18,007	1,649	249
Warwick Grove	215	53,498	48,526	4,972	744
Watergardens	239	59,291	56,870	2,421	949
Werribee	313	77,650	72,115	5,535	1,686
Western Cape	16	3,938	3,868	70	3
Whyalla	98	24,373	23,238	1,135	623
Windsor	199	49,261	42,633	6,628	1,250
Woden	143	35,378	30,042	5,336	470
Wollongong	189	47,372	42,636	4,736	624
Wonthaggi	89	22,014	21,222	792	195

Service Centre	Average Daily Contacts	Total Contacts	Social Security Contacts	Health Contacts	Abandoned Contacts
Woodridge	389	96,918	91,104	5,814	3,019
Woy Woy	137	34,121	Not Available	Not Available	Not Available
Wynnum	129	32,163	29,640	2,523	376
Wyong	80	20,037	18,537	1,500	402
Yamba	45	11,194	10,716	478	116
Yarra	152	37,639	34,396	3,243	1,119
Yarrabah	41	9,952	9,854	98	47
Yass	30	7,511	7,042	469	6
Yeppoon	65	16,173	15,693	480	78
Young	59	14,800	13,913	887	85
Yuendumu	22	5,346	5,296	50	10
Total		**10,709,209**	**9,441,913**	**787,506**	**186,003**

Not Available denotes a site that is utilising a self-service check in system. Data for programme level and abandons for these sites is not currently available.

Request

9	**Face to face contacts 2023-24 – Service Zone:** 1. Service Zone 2. Average Daily Contacts 3. Total Contacts 4. Social Security Contacts 5. Health Contacts 6. Abandoned Contacts

Response

9	Service Zone	Average Daily Contacts	Total Contacts*	Social Security Contacts	Health Contacts	Abandoned Contacts
	Central and Northern QLD	3,604	**908,229**	851,337	56,892	16,200
	North West NSW	4,007	**1,001,655**	903,402	64,132	17,275
	South and Northern AUST	4,613	**1,157,811**	1,041,868	53,065	27,070
	South East VIC	5,270	**1,306,905**	1,191,507	115,398	22,836
	South West NSW	3,460	**865,006**	786,689	78,317	13,085
	Southern QLD	5,284	**1,326,328**	1,181,511	89,274	21,078
	Sydney Metropolitan	6,962	**1,740,404**	1,387,975	164,102	23,255
	Tasmania North West VIC	5,030	**1,262,457**	1,123,915	90,482	18,116
	Western Australia	4,562	**1,140,414**	973,709	75,844	27,088
	Total		**10,709,209**	**9,441,913**	**787,506**	**186,003**

Total Contacts will not equal the sum of Social Security, Health and Abandoned contacts, due to sites utilising a self-service check in system. Data for programme level and abandons for these sites is not currently available.

Request
Monthly processing hours vs work processed for 2023-24:

10	1. Processing Hours (Social Security, Health & CSP) 2. Social Security Claims Processed 3. Social Security Non-Claims Processed 4. Health claims Processed 5. Health Non-Claims processed 6. Child Support Intrays Processed

Response

10	**Data.gov.au** To assist the Committee, please see below steps to find the information online: 1. On the data.gov.au website select 'Organisations' from the top right menu and enter Services Australia in the search function. 2. Select Service Australia from the returned results. 3. Select the hyperlink Services Australia open data datasets and then select Services Australia-Service Delivery quarterly operational data. At this point you can select the relevant quarter and download the excel spreadsheet. The data by quarter includes Telephony, Emergency Claims, SSW claims, SSW non-claims, SSW claims by LGA, Health Claims, Health non-claims, Child Support, Face to Face contacts and hours vs work processed. Please see the following tables for the information requested.

Monthly processing hours vs work processed for 2023-24					
Month	Processing Hours (Social Security, Health & CSP)	Social Security Claims Processed	Social Security Non-Claims Processed	Health claims Processed	Health Non-Claims processed	Child Support Intrays Processed
July	541,764	244,054	941,660	1,051,716	104,890	410,778
August	563,804	302,928	1,068,516	1,265,684	132,562	389,159
September	490,136	304,026	1,058,118	1,087,790	106,431	316,504
October	510,795	279,641	1,053,631	1,178,660	144,262	310,609
November	508,265	270,026	1,003,926	1,107,993	124,681	320,151
December	414,569	238,991	805,880	1,143,149	124,642	279,025
January	486,460	270,344	938,843	944,969	139,095	292,051
February	574,542	310,202	982,836	1,125,505	186,107	333,288
March	620,084	355,798	1,032,595	1,219,008	173,890	312,272
April	706,655	332,615	1,167,098	1,139,057	212,184	325,554
May	831,348	389,782	1,362,377	1,268,676	202,195	373,037
June	672,732	362,670	1,112,261	1,193,990	165,436	316,604

Note: these numbers can vary from previously published data due to the fluid nature of processing hours and claims processed (point in time). Processing hours can be affected by retrospective changes to work schedules (leave coding and overtime for example). Claims numbers can have effect dates that are retrospective and can change historical figures. Processing hours represent hours completed by service delivery staff, this includes processing completed in overtime.

Request

	Telephony 2023-24:
	1. Master program and business line
	2. Handled calls
	3. Self-managed
	4. By service officer
	5. Terminated by customer
	6. ASA
11	7. Congestion messages
	8. Number of times the agency allow telephony wait times to grow longer in order to address other service delivery priorities
	9. The longest call wait time per master program and business
	10. Number of calls which took >30 minutes to be answered by a service officer
	11. Number of calls which took >60 minutes to be answered by a service officer
	12. Number of calls which took >90 minutes to be answered by a service officer
	13. Number of calls which took >120 minutes to be answered by a service officer

Response

	Data.gov.au
	To assist the Committee, please see below steps to find the information online:
	1. On the data.gov.au website select 'Organisations' from the top right menu and enter Services Australia in the search function.
	2. Select Service Australia from the returned results.
	3. Select the hyperlink Services Australia open data datasets and then select Services Australia-Service Delivery quarterly operational data.
	At this point you can select the relevant quarter and download the excel spreadsheet. The data by quarter includes Telephony, Emergency Claims, SSW claims, SSW non-claims, SSW claims by LGA, Health Claims, Health non-claims, Child Support, Face to Face contacts and
11	hours vs work processed.
	With regard to "Number of times the agency allow telephony wait times to grow longer in order to address other service delivery priorities" a response to this question has already been provided to the committee in a previous Question on Notice from Senator Hollie Hughes, reference SA SQ24-000270.
	Services Australia balances available workforce supply with demand across all programs and channels and responds to shifts in customer demand.
	Please see the following tables for the information requested.

Telephony 2023–24:

Programme / Business Line (Cluster)	Agency Handled Calls	Answered Calls		Customer Terminated	ASA (h:mm:ss)	Congestion Messages	Max Wait	Greater than 30mins	Greater than 60mins	Greater than 90mins	Greater than 120mins
		Self-Managed	By Service Officer								
Social Security	**42,197,815**	**15,046,368**	**9,538,673**	**4,025,417**	**30:37**	**13,587,357**	**4:38:46**	**3,707,248**	**1,932,468**	**613,316**	**40,312**
Disabilities, Sickness and Carers	3,654,807	-	483,258	245,797	46:39	2,184,107	2:46:43	315,014	174,720	53,023	8,220
Employment Services	5,895,652	-	734,671	374,721	47:24	3,777,705	3:23:42	472,679	296,263	97,736	6,979
Families and Parenting	8,376,118	-	1,396,494	648,594	50:04	5,701,804	2:59:06	936,703	591,887	223,405	9,075
Older Australians	2,427,864	-	537,678	302,246	44:31	709,022	2:24:38	354,147	166,967	32,116	1,422
Youth and Students	1,911,902	-	307,472	137,654	44:40	1,115,351	2:46:25	190,392	103,705	27,064	1,567
Other	19,931,472	-	6,079,100	2,316,405	20:55	99,368	4:38:46	1,438,313	598,926	179,972	13,049
- Participation	-	-	87,306	52,014	43:01	26,458	3:39:04	58,245	20,640	5,008	753
- Emergency Management	114,594	-	56,149	6,299	4:40	-	1:30:33	63	7	1	-
- Income Management	-	-	67,348	24,531	24:39	-	2:30:49	207,011	37,315	1,676	5
- BasicsCard enquiry, BasicsCard balance enquiry	3,183,891	-	1,286,689	509,369	15:15	-	1:53:40	181,615	31,219	2,934	1,489
- Balance enquiry	1,779,914	-	-	-	-	-	-	-	-	-	-
Payments and Integrity	**803,296**	**134,988**	**593,175**	**75,133**	**5:21**	**-**	**2:17:54**	**6,678**	**24**	**2**	**1**
Health Customer	**2,005,501**	**23,497**	**1,982,004**	**993,838**	**22:49**	**1,387,721**	**1:49:02**	**550,994**	**6,982**	**148**	**-**
Medicare	1,601,241	-	1,577,744	845,395	24:16	-	1:49:02	477,127	5,828	123	-
Australian Immunisation Register	59,367	-	59,367	27,070	13:46	-	1:03:16	9,745	5	-	-
Centrelink Aged Care	231,585	-	231,585	99,744	23:53	689,577	1:44:06	62,000	1,122	25	-
Other	113,308	-	113,308	21,629	5:05	698,144	1:17:05	2,122	27	-	-
Health Provider	**3,840,548**	**1,901,036**	**1,645,856**	**293,656**	**5:11**	**-**	**2:16:06**	**48,282**	**5,978**	**563**	**24**
Medicare Provider	2,649,526	-	454,834	65,118	4:13	-	0:40:54	55	-	-	-
PBS General	170,926	-	170,926	18,865	2:32	-	0:43:18	28	-	-	-

Telephony 2023–24:

Programme / Business Line (Cluster)	Agency Handled Calls	Answered Calls		Customer Terminated	ASA (h:mm:ss)	Congestion Messages	Max Wait	Greater than 30mins	Greater than 60mins	Greater than 90mins	Greater than 120mins
		Self-Managed	By Service Officer								
PBS Improved Monitoring Entitlements.	243,079	-	243,079	19,466	1:38	-	0:44:32	8	-	-	-
Other	777,017	-	777,017	190,207	7:27	-	2:16:06	48,191	5,978	563	24
Health PBS	**3,757,227**	**N/A**	**3,757,227**	**166,595**	**1:38**	**-**	**0:48:20**	**7**	**-**	**-**	**-**

Child Support	**1,318,656**	**N/A**	**1,318,656**	**220,720**	**10:50**	**-**	**1:39:26**	**42,405**	**1,103**	**2**	**-**
Compliance	109,951	-	109,951	5,901	1:53	-	1:00:08	184	1	-	-
Mainstream	1,026,373	-	1,026,373	186,583	12:14	-	1:39:26	30,669	895	1	
Multicultural and Tailored Services	49,047	-	49,047	3,720	1:19	-	0:34:01	2	-	-	-
New Customers	107,927	-	107,927	22,427	12:25	-	1:25:20	10,963	192	-	-
Specialised Assessments	25,358	-	25,358	2,089	-	-	1:30:14	587	15	1	-

Note: *Maximum wait intervals are not segmented, so for example, a call that waited for 121 mins will be represented in all interval counts (30, 60, 90 & 120).*

Request
12	**Telephony 2023-24 – Dedicated Lines:** 1. Line (per all lines, e.g. MyGov helpdesk, Aged Care Line, Social Work High Risk Line) 2. Handled calls 3. Self-managed 4. By service officer 5. Terminated by customer 6. ASA 7. Congestion messages 8. Number of times the agency allow telephony wait times to grow longer in order to address other service delivery priorities 9. The longest call wait time per line 10. Number of calls which took >30 minutes to be answered by a service officer 11. Number of calls which took >60 minutes to be answered by a service officer 12. Number of calls which took >90 minutes to be answered by a service officer 13. Number of calls which took >120 minutes to be answered by a service officer

Response
12	Handled calls are mapped and aligned to a program based on what number (1800, 1300, 13) the customer has dialled. This is PreIVR data. Once the customer enters the IVR they may exit to a queue which is mapped to a cluster (which is a way of categorising a group of queues for reporting purposes). Depending on which exit point or queue the customer enters, will determine where the answered, terminated, or congested call will be reflected in reporting. This is PreAgent or Blocked data. For example, with Older Australians you have 2.4 million handled calls but then 500k answered by Service Officer, 300k terminated and 700k congested. The remainder may have exited to a self-service line where the customer has self-managed or to a queue mapped to a different cluster (e.g Indigenous). Another example is Online Services, where there is 2.6 million handled calls but no other reported numbers. This is because the handled calls is based on the number of successful calls to one of the two active phone numbers that customers can call. Once the customer enters the IVR, and depending on their selection, they will exit to queues that are mapped to the myGov or Centrelink General Digital clusters where the calls will be separately reported as answered or terminated. In some cases customers will exit to phone lines external to the agency so there won't be a corresponding call answered or terminated. Please see the following tables for the information requested.

Telephony 2023-24 – Dedicated Lines:		Answered Calls									
Programme / Business Line (Cluster)	Agency Handled Calls	Self-Managed	By Service Officer	Customer Terminated	ASA (h:mm:ss)	Congestion Messages	Max Wait	Greater than 30mins	Greater than 60mins	Greater than 90mins	Greater than 120mins
Social Security	**42,197,815**	**15,046,368**	**9,538,673**	**4,025,417**	**30:37**	**13,587,357**	**4:38:46**	**3,707,248**	**1,932,468**	**613,316**	**40,312**
Disabilities, Sickness and Carers	3,654,807	-	483,258	245,797	46:39	2,184,107	2:46:43	315,014	174,720	53,023	8,220
Employment Services	5,895,652	-	734,671	374,721	47:24	3,777,705	3:23:42	472,679	296,263	97,736	6,979
Families and Parenting	8,376,118	-	1,396,494	648,594	50:04	5,701,804	2:59:06	936,703	591,887	223,405	9,075
Older Australians	2,427,864	-	537,678	302,246	44:31	709,022	2:24:38	354,147	166,967	32,116	1,422
Youth and Students	1,911,902	-	307,472	137,654	44:40	1,115,351	2:46:25	190,392	103,705	27,064	1,567
Australian Electoral Commission	690,705	-	317,318	10,285	0:40	-	0:14:25	-	-	-	-
Cashless Debit Card	-	-	41	5	0:34	-	0:08:46	-	-	-	-
Centrelink General Digital	-	-	1,759,421	653,974	19:34	-	2:00:31	357,970	65,318	5,294	1
Centrelink Multilingual Call	-	-	309,548	229,423	54:55	-	2:50:58	206,680	149,324	63,568	4,132
Emergency Management	-	-	56,149	6,299	4:40	-	1:30:33	63	7	1	-
Enhanced Income Management	625,482	-	86,383	9,876	2:27	-	2:06:19	1,547	254	9	1
Income Management	-	-	1,354,037	533,900	15:43	-	2:30:49	207,011	37,315	1,676	5
Indigenous	-	-	582,855	272,572	46:41	-	2:46:02	363,107	241,776	78,835	2,370
MyGov	-	-	581,028	233,579	10:34	-	1:53:07	50,246	6,832	254	-
Online Services	2,647,148	-	-	-	-	-	-	-	-	-	-
Participation	-	-	87,306	52,014	43:01	26,458	3:39:04	58,245	20,640	5,008	753
Other	15,968,137	-	945,014	314,478	17:36	72,910	4:38:46	193,444	77,460	25,327	5,787
ABSTUDY	-	-	84,312	37,032	35:57	-	2:23:10	45812	13,016	2,230	118
DHS Feedback & Complaints	-	-	274,734	168,372	35:04	-	4:38:46	127472	63,733	23,073	5,667
International Services	-	-	169,147	58,645	10:48	-	1:04:00	7275	9	-	-

Telephony 2023-24 – Dedicated Lines:

Programme / Business Line (Cluster)	Agency Handled Calls	Answered Calls		Customer Terminated	ASA (h:mm:ss)	Congestion Messages	Max Wait	Greater than 30mins	Greater than 60mins	Greater than 90mins	Greater than 120mins
		Self-Managed	By Service Officer								
Rural and Remote	-	-	62,562	7,669	8:34	-	1:35:02	2775	90	3	-
Social Work	-	-	17,132	2,760	7:59	-	1:21:35	1119	62	-	-
Payments and Integrity	**803,296**	**134,988**	**593,175**	**75,133**	**5:21**		**2:17:54**	**6,678**	**24**	**2**	**1**
Compensation Recovery Centrelink	75,806	-	55,160	10,317	6:24	-	0:59:11	1,014	-	-	-
Compensation Recovery Medicare	-	-	87,012	16,160	7:03	-	0:52:40	446	-	-	-
Compliance Assurance - all	78,549	-	70,660	5,349	2:26	-	2:17:54	446	6	1	1
Debt Programme	10,155	-	17,466	250	0:12	-	0:49:48	3	-	-	-
Debt Raising	-	-	25,887	3,016	6:34	-	1:06:37	501	2	-	-
Debt Recovery	540,735	-	277,961	35,681	6:25	-	1:30:32	4,190	16	1	-
Income Apportionment	2,262	-	1,676	237	3:31	-	0:45:03	19	-	-	-
Scams and Identity	49,585	-	22,451	3,041	2:01	-	0:10:12	-	-	-	-
Settlement and Refund	6,826	-	9,453	646	3:00	-	0:55:45	59	-	-	-
Specialised Recovery	2,543	-	913	9	0:10	-	0:07:20	-	-	-	-
Tip Offs	36,835	-	24,536	427	0:13	-	0:21:05	-	-	-	-
Health Customer	**2,005,501**	**23,497**	**1,982,004**	**993,838**	**22:49**	**1,387,721**	**1:49:02**	**550,994**	**6,982**	**148**	
Australian Immunisation Register	59,367	-	59,367	27,070	13:46		1:03:16	9,745	5	0	-
Centrelink Aged Care	231,585	-	231,585	99,744	23:53	689,577	1:44:06	62,000	1,122	25	-
Medicare	1,601,241	-	1,577,744	845,395	24:16	698,144	1:49:02	477,127	5,828	123	-
Other	113,308	-	113,308	21,629	5:05	-	1:17:05	2,122	27	-	-
Health Provider	**3,840,548**	**2,194,692**	**1,645,856**	**293,656**	**5:11**		**2:16:06**	**48,282**	**5,978**	**563**	**24**

Telephony 2023-24 – Dedicated Lines:

| Programme / Business Line (Cluster) | Agency Handled Calls | Answered Calls | | Customer Terminated | ASA (h:mm:ss) | Congestion Messages | Max Wait | Greater than 30mins | Greater than 60mins | Greater than 90mins | Greater than 120mins |
		Self-Managed	By Service Officer								
Medicare Provider	2,649,526	-	454,834	65,118	4:13	-	0:40:54	55	-	-	-
Other	777,017	-	777,017	190,207	7:27	-	2:16:06	48,191	5,978	563	24
PBS General	170,926	-	170,926	18,865	2:32	-	0:43:18	28	-	-	-
PBS Improved Monitoring Entitlements (IME)	243,079	-	243,079	19,466	1:38	-	0:44:32	8	-	-	-
Health PBS	**3,757,227**	**N/A**	**3,757,227**	**166,595**	**1:38**		**0:48:20**	**7**			

Child Support	**1,318,656**	**N/A**	**1,318,656**	**220,720**	**10:50**		**1:39:26**	**42,405**	**1,103**	**2**	
CS Compliance	109,951	-	109,951	5,901	1:53	-	1:00:08	184	1	-	-
Mainstream	1,026,373	-	1,026,373	186,583	12:14	-	1:39:26	30,669	895	1	-
MATS	49,047	-	49,047	3,720	1:19	-	0:34:01	2	-	-	-
New Customers	107,927	-	107,927	22,427	12:25	-	1:25:20	10,963	192	-	-
Specialised Assessments	25,358	-	25,358	2,089	4:16	-	1:30:14	587	15	1	-

Note: Maximum wait intervals are not segmented, so for example, a call that waited for 121 mins will be represented in all interval counts (30, 60, 90 & 120).

Request	
13	**Payment Integrity Results - Social Security and Welfare Claims:** 1. Payment accuracy result, the number of payments which did not meet agreed accuracy levels, and the quantum of funds inaccurately paid to recipients, per social security and welfare payment per financial years 2021-22, 2022-23 and 2023-24. 2. Payment aggregate total social security and welfare payments.
Response	
13	Services Australia (the Agency) collects data on payment accuracy for social security payments through the Payment Accuracy Review (PAR) program. The PAR program is a point in time assessment of a random sample of the payment population that provides a statistical estimate of payment accuracy and inaccuracy when extrapolated over the broader population. The results of the PAR program are reported in the Department of Social Services' Annual Report for the 2021-22, 2022-23 and 2023-24 financial years. The Agency is unable to provide the exact number of payments or quantum of funds incorrectly paid to customers.

Request
Timeliness Standards in 2023-24: For social security and welfare, per programme, the total (or average) quantum of funds that were held up where the agency failed to process a claim over the timeliness standard in 2023-24.

(Row number: 14)

Response
This data is not available. Due to the variation in entitlement based on each customer's unique circumstances calculating either the total or the average funds is not possible.

(Row number: 14)