

CENTRELINK WAIT TIMES

DATE	TIME	DISABILITY	FAMILIES	JOBSEEKERS	OLDER AUSTRALIANS
18/12/2015	11:25am	> 30 minutes	> 40 minutes	> 90 minutes	> 25 minutes
4/01/2016	1:50pm	engaged	engaged	engaged	> 50 minutes
4/01/2016	4:20pm	engaged	> 75 minutes	> 90 minutes	> 30 minutes
5/01/2016	3:00pm	engaged	> 55 minutes	> 90 minutes	> 35 minutes
8/01/2016	10:15am	> 30 minutes	> 35 minutes	> 60 minutes	> 35 minutes
11/01/2016	11:40am	> 45 minutes	engaged	> 70 minutes	> 35 minutes
11/01/2016	2:20pm	> 65 minutes	> 45 minutes	> 65 minutes	> 30 minutes
12/01/2016	9:10am	> 40 minutes	> 35 minutes	> 35 minutes	> 15 minutes
12/01/2016	4:20pm	NWT given	NWT given	NWT given	NWT given
13/01/2016	11:30am	engaged	NWT given	> 75 minutes	engaged
13/01/2016	3:30pm	> 20 minutes	> 55 minutes	> 90 minutes	engaged
14/01/2016	10:15am	NWT given	NWT given	NWT given	NWT given
14/01/2016	1:30pm	engaged**	NWT given	NWT given	engaged**
15/01/2016	11:15am	NWT given	NWT given**	NWT given**	engaged
18/01/2016	15:21PM	engaged	engaged	>30mins	engaged
19/01/2016	16:45pm	engaged	engaged	engaged	engaged
20/01/2016	16:20pm	engaged	engaged	engaged	engaged
21/01/2016	16:24pm	engaged	engaged	engaged	engaged
21/01/2016	16:49pm	cut off	cut off	NWT given	cut off
27/01/2016	12:55pm	engaged	> 30 minutes	engaged	engaged
28/01/2016	3:50pm	> 10 minutes	> 30 minutes	> 30 minutes	engaged
29/01/2016	3:20pm	engaged	> 30 minutes	> 30 minutes	engaged
1/02/2016	11:00am	>30 minutes	>30 minutes	> 30 minutes	> 30 minutes
2/02/2016	2:15pm	> 30 minutes	> 30 minutes	> 30 minutes	engaged
3/02/2016	10:20am	> 30 minutes	> 30 minutes	> 30 minutes	> 30 minutes
4/02/2016	9:45am	> 30 minutes	> 30 minutes	> 30 minutes	> 25 minutes
4/02/2016	3:25pm	> 30 minutes	> 30 minutes	> 30 minutes	engaged
5/02/2016	4:20pm	>30 minutes	> 30 minutes	> 30 minutes	engaged
8/02/2016	9:20am	> 15 minutes	> 30 minutes	> 30 minutes	> 30 minutes
8/02/2016	2:50pm	> 30 minutes	>30 minutes	> 30 minutes	> 30 minutes
9/02/2016	3:45 pm	> 30 minutes	>30 minutes	> 30 minutes	> 30 minutes
10/02/2016	1:15pm	> 30 minutes	> 30 minutes	> 30 minutes	> 30 minutes

14 January 2016 - No wait times provided - possible message has been switched off.
 15 January 2016 - no wait times provided. Job Seeker line 58 minutes before answered
 28 January 2016 - all wait times seem to be set at maximum of 30 minutes. No higher wait variations as seen earlier in the month - before the ABC Story on wait times

ABC STORY - 14-1-2016

Tabled by Senator
 Cameron in DHS
 11/02/2016.