

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 26 FEBRUARY 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Waiting Times

Question reference number: HS 56

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 17 April 2015

Number of pages: 41

Question:

Please update the information provided in HS 46 from Supplementary Budget Estimates 2014.

- a) What is the monthly average shopfront wait time for the period September 2013 to date?
- b) What are the monthly average wait times by shopfront for the period June 2014 to date?
- c) What is the monthly average wait time for Centrelink-related-calls for the period June 2014 to date?
- d) What is the number of successful Centrelink calls in 2013-14 and 2014-15 to date?
- e) What is the number of Centrelink inbound calls in 2013-14 and 2014-15 to date?
- f) Please update Attachment A concerning the Ombudsman's – Own Motion – Investigation into service delivery complaints about Centrelink – Recommendation Table to include the status as at 30 September 2014 and 31 December 2014.

Answer:

- a) The following table provides the monthly average wait times for service centres for the period October 2014 to February 2015. For monthly average wait times between September 2013 and September 2014, see answer to Senate Supplementary Estimates 2014-15 question on notice HS 46.

	Average Wait Time (minutes:seconds)								
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2014-15	10:53	11:23	11:12	12:39	12:23				

- b) The following table provides the monthly average wait times by service centre for the period October 2014 to February 2015. For monthly average wait times between June 2014 and September 2014, see answer to Senate Supplementary Estimates 2014-15 question on notice HS 46.

Note: n/a represents a wait time of less than one minute. Where a site co-located during the period, the figures in the table show the combined figures for the previously-existing standalone Service Centre contacts and the One Stop Shop. Co-location dates are shown for sites where this methodology is applied.

Site	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Agent Support Team NQ	n/a	n/a	n/a	n/a	n/a
Airport West OSS	15:15	16:34	17:43	19:01	15:46
Aitkenvale OSS	9:37	10:27	12:16	16:32	10:02
Albany OSS	9:50	10:22	7:38	11:03	10:37
Albury OSS	11:04	10:56	12:24	14:18	14:57
Alice Springs OSS	15:25	14:57	13:59	13:08	10:11
Altona Gate	4:55	6:10	4:34	5:25	4:58
Ararat OSS	5:22	7:36	7:21	9:30	7:33
Armadale OSS	10:35	9:30	8:52	12:15	12:23
Armidale OSS	5:12	6:27	4:54	6:21	9:01
Ashmore	5:36	3:06	4:46	8:18	10:41
Atherton OSS	5:31	4:59	5:19	6:53	3:22
Auburn	18:33	12:54	9:19	11:36	12:00
Ayr OSS	2:49	3:13	2:03	2:59	1:30

Site	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Bairnsdale OSS	9:28	13:15	11:03	9:34	9:46
Ballarat OSS	9:24	16:01	18:30	17:56	20:37
Ballina OSS	8:27	9:48	8:27	9:59	8:37
Bankstown	18:57	21:07	18:35	22:29	20:51
Bankstown Medicare	9:25	8:18	10:10	12:24	11:31
Batemans Bay OSS	10:44	11:13	10:43	11:55	11:31
Bathurst OSS	19:18	16:31	17:06	17:33	16:48
Baulkham Hills	22:52	18:46	13:16	13:54	12:07
Beaunesert	10:57	9:22	11:01	20:22	13:23
Beenleigh OSS	17:19	15:49	13:17	15:39	16:03
Bega OSS	6:07	6:10	7:33	10:51	11:36
Belconnen OSS	7:00	8:16	10:07	11:33	11:58
Belgrave	5:09	5:30	6:02	7:20	6:24
Belmont NSW	n/a	n/a	n/a	n/a	n/a
Belmont WA	n/a	n/a	n/a	n/a	n/a
Benalla Visiting Service					n/a
Bendigo OSS	16:34	15:40	19:23	19:38	19:33
Bentleigh	3:17	4:00	4:33	4:29	4:36
Berri OSS	6:15	7:28	6:04	7:10	9:05
Biggera Waters	11:27	12:27	9:20	13:06	11:08
Biloela	n/a	n/a	n/a	n/a	n/a
Blacktown OSS	11:23	16:13	13:34	16:45	19:03
Bondi Junction OSS	17:04	15:56	15:39	12:04	11:48
Booragoon	5:50	6:08	5:29	6:56	7:40
Boronia	13:14	14:52	13:43	13:57	14:20
Borroloola	1:13	n/a	1:29	1:19	1:15

Site	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Bourke	2:23	1:39	2:23	1:16	1:18
Bowen OSS	2:29	2:28	2:10	2:03	2:26
Bowral OSS	10:04	11:15	15:15	20:42	21:06
Box Hill OSS	12:53	14:26	15:56	15:07	11:55
Braddon OSS	9:46	9:51	11:52	14:23	13:16
Bridgewater	8:04	11:36	9:33	12:07	12:44
Broadmeadows OSS	21:31	22:45	23:07	22:29	21:44
Broken Hill OSS	6:55	7:20	6:47	8:56	8:46
Broome OSS	6:37	7:11	6:15	7:13	6:23
Browns Plains	18:42	16:30	13:23	13:06	13:05
Brunswick Heads	6:14	5:06	4:41	4:26	5:12
Bunbury OSS	15:36	15:04	14:57	19:50	17:05
Bundaberg OSS	16:24	17:27	18:49	18:55	17:05
Burnie OSS	6:07	6:58	7:01	8:38	8:08
Burwood	17:33	17:47	16:33	18:09	17:57
Burwood Medicare	9:54	8:30	10:38	11:09	9:05
Busselton	6:53	9:15	7:59	8:37	12:07
Byron Bay	2:02	1:47	1:41	2:08	2:24
Caboolture OSS	10:43	14:02	14:29	18:46	12:39
Cabramatta	21:50	23:42	22:57	28:01	19:59
Cairns Aplin St	11:20	10:15	13:23	15:18	12:52
Cairns Grafton St OSS	6:34	10:26	9:27	10:21	6:45
Cairns Remote Services	n/a	n/a	n/a	n/a	n/a
Caloundra OSS	8:57	13:07	10:59	10:53	8:26
Camberwell OSS	8:29	9:47	11:22	9:57	9:35
Camden OSS	13:17	11:32	12:53	17:26	18:01

Site	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Campbelltown OSS	19:54	20:22	22:38	23:58	21:26
Campsie	16:56	16:16	15:13	18:53	20:42
Cannington OSS	12:59	11:43	11:46	14:02	15:38
Cannonvale	2:04	2:25	2:02	2:55	2:33
Capalaba OSS	10:37	8:42	9:17	11:41	10:39
Carindale	11:26	14:53	12:53	11:18	8:37
Caringbah	13:21	16:28	16:18	15:03	14:40
Carnarvon	4:03	5:14	3:48	4:43	5:57
Casino OSS	9:02	9:28	9:08	9:17	12:14
Castle Hill	6:20	5:43	8:08	12:53	15:44
Casuarina OSS	8:45	10:14	9:32	12:18	13:08
Ceduna	0:01	0:01	0:00	0:01	0:00
Cessnock OSS	10:10	10:20	9:50	8:24	11:08
Chadstone	8:14	5:25	4:01	4:37	4:36
Charlestown	11:22	10:47	10:04	13:35	14:09
Charlestown Medicare	8:00	7:04	4:23	4:04	5:10
Charleville	3:13	5:11	4:32	4:23	6:10
Charters Towers	0:35	0:25	0:45	1:22	0:50
Chatswood	15:51	18:27	17:55	14:58	14:42
Chatswood Medicare	4:15	2:46	5:34	6:37	7:16
Cheltenham OSS	10:04	12:39	13:14	13:57	14:10
Cherbourg	0:13	0:10	0:13	0:17	0:15
Chermside OSS	15:06	16:09	17:12	17:55	13:08
Childers	0:08	2:00	1:05	0:10	0:00
City East	8:12	9:04	6:30	6:25	1:00
Cleveland OSS	15:29	14:46	15:16	18:26	14:00

Site	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Coffs Harbour OSS	12:50	12:21	13:17	13:10	14:52
Colac OSS	12:49	11:17	12:02	14:18	13:13
Cooper Pedy	0:05	0:06	0:01	0:19	0:02
Cooma OSS	7:33	8:31	9:22	8:50	6:44
Corio OSS	13:08	15:10	13:57	18:16	18:02
Corrimal	11:42	13:45	11:56	12:59	14:47
Cowra OSS	8:16	9:49	8:50	8:44	7:09
Cranbourne OSS	11:59	15:15	11:34	13:59	11:50
Currie Street	7:43	7:19	9:01	16:00	8:21
Dalby OSS	6:03	6:26	6:17	7:33	6:07
Dandenong	14:01	14:35	13:52	16:12	19:59
Dandenong Medicare	8:23	9:55	10:04	20:29	13:36
Dapto	11:57	16:04	10:49	12:00	13:50
Darebin	10:50	10:51	10:22	16:02	13:53
Darlinghurst OSS	10:12	12:32	12:04	15:16	17:01
Darwin OSS	8:34	8:47	8:29	11:00	10:07
Deception Bay OSS	12:06	13:08	15:21	17:08	14:03
Deniliquin	0:03	0:00	0:01	0:03	1:20
Derby	6:54	7:38	7:47	6:12	8:41
Devonport OSS	11:30	12:24	9:38	10:45	9:16
Doncaster	5:21	7:02	8:29	9:02	8:19
Dubbo OSS	12:27	11:49	13:43	20:10	14:57
Earlville	10:11	9:36	5:15	7:45	6:44
Eastwood	1:02	0:59	0:49	0:26	0:23
Echuca OSS	7:44	7:33	9:13	10:41	9:02
Elizabeth OSS	10:24	8:54	6:38	8:03	9:42

Site	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Elsternwick	11:28	12:36	20:41	14:41	12:54
Emerald	4:30	3:56	2:36	3:44	3:24
Enfield	3:05	3:14	3:16	4:42	3:39
Engadine	0:00	0:00	0:05	0:00	0:00
Epping	15:08	20:05	22:03	18:53	17:53
Erina	0:00	0:00	0:00	0:00	0:00
Esperance	6:49	8:05	7:38	9:33	4:22
Ettalong	6:57	7:07	8:09	8:11	10:26
Fairfield	22:10	22:53	25:52	28:51	35:00
Fairfield Medicare	16:31	17:13	0:14	9:48	17:44
Fitzroy Crossing	1:18	0:56	0:23	0:18	0:40
Footscray	19:32	16:12	10:45	13:06	11:30
Fortitude Valley	7:45	9:59	9:30	9:33	8:19
Fountain Gate	17:02	20:08	17:00	18:45	20:55
Fountain Gate Medicare	9:06	7:22	7:32	12:51	11:35
Frankston OSS	16:42	16:13	14:14	16:43	17:30
Fremantle	15:37	17:32	16:26	19:39	20:20
Fremantle Medicare	6:03	5:29	4:33	5:20	4:06
Galiwinku	0:40	0:29	0:33	0:34	2:02
Galleria	8:05	6:30	8:11	16:11	16:20
Gawler OSS	12:06	9:00	6:07	8:23	8:35
Geelong OSS	15:57	17:15	17:14	20:46	24:56
Geraldton OSS	12:16	11:47	11:41	15:25	14:31
Gin Gin	0:05	0:01	0:07	0:11	0:25
Gladstone OSS	7:11	7:32	6:12	8:16	6:55
Glen Innes	2:10	2:13	2:08	3:11	2:25

Site	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Glen Waverley	18:46	11:52	13:12	13:18	14:17
Glen Waverley Medicare	6:24	7:13	7:46	9:10	8:53
Glenelg	12:11	8:36	10:40	11:16	9:56
Glenorchy	10:48	11:30	10:25	12:04	13:12
Glenorchy Medicare	7:00	7:34	5:30	5:58	6:18
Goodna	20:35	14:17	17:00	23:37	15:35
Goondiwindi	9:17	9:28	9:38	8:32	8:08
Gosford OSS	15:05	14:42	14:20	14:37	14:12
Gosnells	13:58	12:07	10:40	14:52	15:01
Goulburn OSS	9:28	9:40	10:50	12:18	12:08
Grafton OSS	9:06	8:32	7:41	10:29	9:20
Greensborough OSS	10:02	12:16	13:54	14:26	13:21
Griffith OSS	11:19	9:58	9:55	13:31	11:22
Groote Eylandt	n/a	n/a	n/a	n/a	n/a
Gungahlin OSS	9:21	9:51	9:07	12:52	12:54
Gunnedah OSS	4:47	4:42	3:58	4:41	5:07
Gympie OSS	13:52	11:56	11:44	16:42	15:05
Halls Creek	1:52	2:22	2:20	n/a	n/a
Hamilton OSS	8:46	10:32	9:41	13:55	11:53
Hastings OSS	10:14	11:31	11:10	12:06	12:36
Hawkesbury OSS	13:47	14:50	12:54	14:40	16:10
Heidelberg	10:53	11:34	14:27	11:05	10:46
Hervey Bay OSS	12:15	16:33	17:53	20:09	15:50
Highpoint	7:47	6:55	11:05	12:43	11:07
Hobart OSS	10:24	12:13	11:39	14:02	14:47
Hornsby	22:17	17:32	16:54	21:55	19:54

Site	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Hornsby Medicare	4:34	5:09	5:55	6:07	6:59
Horsham OSS	15:05	15:50	13:29	18:12	21:17
Huonville	n/a	n/a	n/a	n/a	n/a
Hurstville	17:17	20:09	22:04	22:17	20:10
Hurstville Medicare	6:35	10:24	11:01	7:41	7:58
Inala	13:13	18:57	15:47	16:09	14:46
Indooroopilly Pop Up	n/a				
Ingham OSS	2:10	2:51	3:09	2:49	1:17
Ingleburn	17:32	23:49	29:12	21:22	20:33
Innaloo	15:13	15:35	14:19	14:49	15:45
Innisfail OSS	5:30	4:39	5:03	4:29	4:57
Inverell OSS	7:06	7:08	7:25	7:08	7:57
Ipswich OSS	9:45	9:38	13:51	18:53	17:48
Joondalup OSS	14:32	13:06	13:42	14:39	14:32
Kadina	4:35	5:15	3:56	4:32	4:19
Kalgoorlie OSS	8:35	11:46	11:34	12:06	13:59
Karratha	5:43	4:04	4:28	6:01	4:51
Karrinyup	n/a	n/a	n/a	n/a	n/a
Katherine OSS	8:36	7:08	6:06	9:30	10:26
Katoomba OSS	6:35	8:06	7:35	8:45	10:39
Kawana Waters OSS	7:12	9:02	8:11	9:41	9:39
Kempsey OSS	8:04	8:54	8:44	9:45	10:06
Kilkenny	2:23	2:03	1:45	2:03	1:55
Kimberley	n/a	n/a	1:04	n/a	n/a
Kingaroy OSS	16:07	15:22	14:56	18:21	16:10
Kingston	n/a	n/a	n/a	n/a	n/a

Site	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Knox City	6:06	6:17	6:15	6:47	7:16
Kotara	n/a	n/a	n/a	n/a	n/a
Kununurra	2:13	2:25	1:46	2:06	2:14
Kurri Kurri	7:09	8:07	5:56	8:44	6:35
Lake Haven	9:40	12:37	10:04	8:58	12:47
Lake Haven Medicare	2:24	2:30	3:27	3:00	2:32
Launceston OSS	12:36	18:51	13:26	14:14	16:20
Laverton	n/a	n/a	n/a	1:48	n/a
Leeton	4:49	6:02	4:48	4:47	5:18
Leichhardt OSS	14:41	14:17	18:22	21:19	22:57
Lightning Ridge	1:54	2:53	2:15	3:16	1:54
Lilydale OSS	10:45	10:01	13:17	15:30	15:50
Lismore OSS	12:17	10:50	10:41	14:58	15:15
Lithgow OSS	9:39	12:52	10:01	14:22	12:06
Liverpool	23:33	25:08	26:30	36:56	28:20
Liverpool Medicare	17:52	18:12	12:27	14:28	15:26
Longreach	n/a	n/a	n/a	n/a	n/a
Mackay	11:43	11:50	7:40	9:35	7:24
Mackay Medicare	10:23	11:17	10:38	5:50	3:35
Maitland	10:07	9:09	10:38	11:38	12:05
Maitland Medicare	2:34	2:08	2:40	2:03	2:46
Mandurah OSS	13:22	12:49	15:42	21:34	12:33
Maningrida	1:57	3:39	n/a	n/a	1:04
Mareeba	4:54	4:40	5:41	6:45	5:07
Margate OSS	13:16	10:12	7:18	10:56	10:30
Marion OSS	12:42	14:09	11:25	12:40	13:55

Site	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Maroochydore	10:47	13:45	14:07	15:33	10:11
Maroochydore Medicare	5:44	5:30	6:02	7:48	10:04
Maroubra	18:44	14:29	16:13	15:35	17:17
Marrickville	13:26	13:38	11:59	17:25	18:58
Maryborough QLD OSS	12:07	11:05	11:16	12:06	9:42
Maryborough VIC	6:43	5:01	5:25	7:51	6:24
Mayfield	11:32	12:06	13:29	14:33	16:00
Meekatharra	n/a	n/a	n/a	n/a	n/a
Melton OSS	11:50	12:26	11:08	13:31	14:16
Merimbula	n/a	n/a	n/a	n/a	n/a
Merrylands	13:06	10:58	10:32	13:02	14:06
Midland OSS	17:23	18:23	14:12	18:31	22:12
Mildura OSS	7:54	11:47	10:53	15:36	15:48
Miranda	3:41	4:39	5:39	2:42	4:06
Mirrabooka	9:27	13:21	10:19	11:02	13:58
Mitchelton OSS	15:07	19:45	18:12	17:13	15:03
Modbury OSS	6:35	6:52	4:51	7:35	6:04
Moonee Ponds	5:02	4:41	7:01	6:04	8:24
Moree OSS	7:20	5:56	6:03	5:18	7:14
Moreland OSS	14:25	16:49	18:33	21:11	20:35
Morley OSS	10:11	10:49	11:30	12:39	15:06
Mornington	7:08	9:20	11:05	14:27	15:21
Mornington Medicare	1:22	1:42	1:48	1:45	2:51
Morwell OSS	10:37	10:35	13:11	9:48	10:20
Mossman	2:09	1:45	2:13	3:58	3:19
Mount Isa OSS	1:19	2:08	1:01	1:09	1:04

Site	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Mount Ommaney	11:35	10:44	12:52	11:55	10:46
Mt Barker	5:54	6:31	6:15	7:43	8:16
Mt Druitt	20:39	18:14	15:39	18:12	19:04
Mt Gambier OSS	5:53	6:53	8:04	7:56	7:30
Mt Gravatt OSS	9:56	9:08	9:20	10:05	11:20
Mudgee OSS	9:25	13:03	9:24	12:12	8:58
Murray Bridge	5:03	6:24	6:52	8:12	7:58
Murwillumbah	9:53	7:52	12:53	11:19	9:09
Muswellbrook OSS	6:13	8:33	6:11	6:28	6:34
myGov Brisbane	7:02	5:28	5:57	7:40	7:30
myGov Sydney	11:18	6:15	6:53	6:58	6:36
Nambour OSS	11:41	14:26	13:45	12:51	13:47
Nambucca Heads OSS	9:16	7:38	6:41	8:23	7:17
Narooma OSS	7:12	6:04	8:13	8:40	6:12
Narrabri OSS	5:15	5:16	4:42	5:30	5:37
Nelson Bay	7:33	7:42	8:15	8:56	8:51
Nerang	7:37	8:53	9:45	11:56	11:38
Newcastle OSS	10:15	11:33	13:34	12:07	13:45
Newman	1:48	1:16	1:38	3:40	2:34
Newmarket	14:27	16:06	18:34	15:54	20:22
Newport	12:23	12:48	13:37	14:50	17:43
Nhulunbuy	1:33	n/a	n/a	n/a	1:05
Noarlunga OSS	16:42	19:01	20:31	13:26	8:36
Noosa	12:24	14:27	15:15	16:12	15:57
Normanton	n/a	n/a	n/a	n/a	n/a
North Rockhampton	2:24	3:43	3:46	3:03	1:24

Site	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
North Ryde	4:35	3:27	3:19	2:20	2:53
North Sydney	7:30	7:02	8:40	4:45	6:20
Northam	8:47	6:30	7:31	8:09	10:05
Northcote	6:51	6:23	4:34	5:13	5:39
Northern Beaches OSS	13:12	15:11	17:31	12:43	14:06
Northern Peninsula	n/a	n/a	n/a	n/a	1:30
Northland	9:54	8:25	7:34	8:30	5:11
Norwood	2:49	2:05	3:40	3:43	2:44
Nowra OSS	8:04	8:38	8:19	10:12	8:10
Nundah OSS	14:29	15:16	11:53	13:09	10:29
Oakleigh	14:47	12:27	8:49	12:32	10:58
Orange OSS	9:43	10:42	8:10	10:43	11:08
Pacific Fair	5:43	4:11	5:03	5:33	8:29
Pagewood	13:07	11:37	10:18	8:15	7:14
Pakenham	10:32	11:19	12:01	14:13	13:02
Palm Beach	8:33	10:54	12:06	12:51	14:40
Palm Island OSS	n/a	n/a	n/a	n/a	n/a
Palmerston OSS	7:10	12:06	13:17	15:09	11:21
Papunya	n/a	n/a	n/a	n/a	n/a
Parkes OSS	9:40	14:17	8:45	7:10	5:10
Parramatta	19:35	16:31	15:13	16:42	13:20
Parramatta Medicare	14:13	11:39	9:25	16:04	7:10
Penrith OSS	12:48	14:35	12:58	14:09	12:01
Port Adelaide	13:10	12:17	11:00	8:31	6:08
Port Augusta OSS	3:31	3:51	2:59	3:23	2:42
Port Lincoln OSS	9:54	8:05	7:49	8:32	9:53

Site	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Port Macquarie OSS	13:49	16:50	17:10	11:19	12:55
Port Pirie OSS	8:21	10:19	6:53	5:43	5:46
Portland OSS	7:31	8:30	12:03	14:20	13:16
Queanbeyan OSS	10:17	9:29	9:00	10:20	10:42
Raymond Terrace OSS	8:28	10:31	9:42	8:40	9:49
Redfern	6:42	5:40	4:23	5:32	8:21
Ringwood OSS	13:20	16:18	17:42	16:57	19:01
Robina	14:32	15:40	11:22	10:01	9:36
Rockdale	12:57	16:30	15:47	17:16	13:53
Rockhampton OSS	8:18	10:29	8:55	10:53	5:34
Rockingham	13:55	16:17	13:33	13:52	14:26
Rockingham Medicare	12:40	13:46	9:22	16:15	13:35
Roma	2:44	2:41	4:13	3:49	2:13
Rosebud OSS	10:53	13:57	11:21	7:35	15:16
Roselands	6:06	7:36	6:31	6:57	9:01
Rosny Park OSS	8:27	8:47	10:27	12:17	12:03
Rouse Hill	n/a	n/a	n/a	n/a	n/a
Rowville	11:46	14:24	15:34	20:06	21:14
Ryde	15:08	15:53	17:59	17:12	13:47
Sale OSS	6:29	8:38	9:18	11:48	11:15
Salisbury	5:55	6:22	5:49	6:21	6:26
Seymour	8:01	10:07	10:14	11:19	11:40
Shellharbour	11:02	11:09	12:29	11:10	14:37
Shellharbour Medicare	n/a	n/a	n/a	n/a	n/a
Shepparton OSS	11:34	13:36	14:10	12:43	12:46
Singleton OSS	5:08	4:47	4:38	5:21	5:52

Site	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Smithfield	2:22	2:21	2:50	1:55	1:03
Sorell	n/a	n/a	n/a	n/a	n/a
South Brisbane	8:50	9:10	10:54	9:49	11:11
South Hedland	4:42	5:19	4:06	5:21	8:45
Southport OSS	10:59	12:57	9:48	8:57	10:34
Spit Junction	2:58	4:35	3:52	2:40	4:00
Springvale	12:14	14:13	11:50	11:52	12:51
Springwood OSS	9:03	8:28	8:55	9:15	8:44
St Marys	19:44	14:22	13:44	16:06	16:23
Stanthorpe	6:48	5:57	6:32	4:24	2:53
Stawell	5:54	6:37	8:51	10:58	7:40
Sth Melbourne	8:03	12:04	11:06	12:07	12:11
Stones Corner	7:36	7:36	8:55	10:41	7:18
Strathpine OSS	10:06	9:10	10:59	13:29	11:57
Subiaco	5:51	6:41	8:03	8:03	8:19
Success/Spearwood	13:51	15:08	11:19	14:24	16:59
Sunbury	8:33	11:42	11:41	16:09	12:07
Sunshine	11:06	14:27	13:08	15:08	18:21
Sutherland OSS	18:37	18:37	13:56	11:57	14:00
Swan Hill OSS	6:57	9:02	10:18	11:07	11:54
Tamworth OSS	3:54	5:01	3:51	4:17	4:26
Tangentyere	n/a	n/a	n/a	n/a	n/a
Taree OSS	12:29	10:48	11:30	10:36	10:12
Tennant Creek	4:56	4:21	3:56	4:08	4:20
The Entrance OSS	6:19	7:09	8:44	8:51	13:13
The Terrace	21:08	13:09	12:52	11:18	14:53

Site	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Thursday Island	n/a	n/a	n/a	1:15	n/a
Tiwi Islands	6:13	4:47	2:57	3:38	3:05
Toowong OSS	15:37	14:50	15:02	16:15	16:00
Toowoomba Medicare	7:22	8:21	6:28	7:53	7:25
Toowoomba OSS	9:42	8:34	9:08	11:13	10:58
Top End East	n/a	n/a	n/a	n/a	n/a
Top End Hub Remote Services Team	n/a	n/a	n/a	n/a	n/a
Top End West	n/a	n/a	n/a	n/a	n/a
Toronto OSS	8:41	10:36	10:02	9:11	9:58
Torrensville	6:46	6:43	6:22	9:58	8:49
Town Hall Medicare	10:10	7:46	7:47	7:50	
Townsville City (Shopfront)	n/a	n/a	n/a	n/a	n/a
Townsville OSS	8:58	8:53	7:07	7:45	6:03
Traralgon	n/a	n/a	n/a	n/a	n/a
Tuggerah	2:16	2:17	2:28	2:34	1:45
Tuggeranong OSS	7:42	9:34	8:18	7:41	7:53
Tumut	4:40	5:34	5:49	8:02	7:19
Tuncurry OSS	15:15	14:42	12:22	12:06	11:58
Tweed Heads OSS	9:57	11:25	13:15	13:12	12:42
Ulladulla OSS	6:32	8:02	7:39	9:22	9:09
Victor Harbor	8:02	8:28	8:55	9:19	9:14
Victoria Park	12:45	14:02	14:04	16:03	15:44
Wadeye	n/a	n/a	n/a	n/a	9:26
Wagga Wagga OSS	8:49	7:38	11:56	8:48	9:05
Walgett	n/a	n/a	n/a	1:20	1:26
Wallsend OSS	8:43	8:21	9:19	11:04	10:44

Site	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Wangaratta OSS	8:35	8:03	8:26	10:38	10:31
Warragul OSS	8:51	10:55	9:55	10:11	9:53
Warrawong OSS	6:44	8:16	7:43	8:41	9:18
Warriewood	8:48	6:58	6:23	7:20	10:46
Warrnambool OSS	10:38	13:11	14:18	15:36	14:25
Warwick Grove	17:06	17:09	13:45	16:18	17:15
Warwick OSS	8:23	7:52	7:00	8:43	6:58
Watergardens	15:56	21:25	19:56	20:25	23:46
Waurm Ponds	4:14	4:50	4:31	5:22	7:30
Waverley Gardens	3:32	5:42	5:53	6:32	5:30
Werribee OSS	21:13	19:57	18:05	21:31	23:13
West Lakes	2:59	2:27	2:59	3:01	2:36
Western Cape	n/a	n/a	n/a	n/a	n/a
Whitfords	11:03	11:54	10:09	10:06	11:17
Whyalla OSS	8:22	8:25	9:00	7:31	7:32
Windsor OSS	14:08	12:40	14:28	13:48	14:35
Woden OSS	7:06	8:01	8:38	10:35	12:11
Wodonga	n/a	n/a	n/a	n/a	n/a
Wollongong OSS	13:50	12:50	11:20	13:53	16:16
Wonthaggi	11:08	9:40	11:03	13:31	13:56
Woodridge OSS	12:57	12:54	11:28	15:33	14:38
Woy Woy OSS	12:01	10:58	10:09	10:12	13:02
Wynnum OSS	14:21	16:23	14:29	15:27	13:56
Wynyard	11:17	6:49	8:18	11:24	13:29
Wyong	6:48	6:31	7:03	6:31	7:15
Yamba	4:11	6:07	4:47	4:34	6:02

Site	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Yarra	11:25	14:19	11:54	12:38	12:29
Yarrabah	1:06	n/a	n/a	n/a	n/a
Yass	0:56	0:35	1:06	0:58	1:16
Yeppoon	6:19	6:20	6:23	5:46	4:52
Young OSS	10:01	10:43	9:47	10:32	11:16
Yuendumu	1:59	1:54	n/a	n/a	n/a

- c) The following table provides the monthly average wait time for Social Security and Welfare related calls for the period July 2014 to February 2015.

Note: The average speed of answer included below are for the Social Security and Welfare Programme, aligning with the Portfolio Budget Statement reporting for the department. Previously reported figures were for Centrelink and may differ from the figures in the table below.

Period	Average Speed of Answer (minutes:seconds)											
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2014-15	17:50	14:25	16:06	14:32	15:27	14:45	17:15	16:31				

- d) The following table provides the number of successful Centrelink calls in 2013–14 and 2014–15 (as at 28 February 2015). A successful call is defined as a call that accesses the Interactive Voice Response; that is, the call accesses the telephony system.

Financial Year	Successful Calls (rounded to millions)
2013–14	43 million
2014–15 (as at 28 February 2015)	27 million

- e) The following table provides the number of Centrelink inbound calls in 2013–14 and 2014–15 (as at 28 February 2015). Inbound calls are defined as successful calls plus those calls that attempt to access the Interactive Voice Response and receive an engaged signal.

Financial Year	Inbound Calls (rounded to millions)
2013–14	57 million
2014–15 (as at 28 February 2015)	39 million

- f) The quarterly update to the Ombudsman Own Motion Report into Service Delivery complaints about Centrelink as at 30 September and 31 December 2014 is at Attachment A.