

Senate Community Affairs Legislation Committee

**ADDITIONAL ESTIMATES – 11 FEBRUARY 2016
ANSWER TO QUESTION ON NOTICE**

Department of Human Services

Topic: Average Wait Times

Question reference number: HS 43

Senator: Siewert

Type of question: Written

Date set by the committee for the return of answer: 4 April 2016

Number of pages: 1

Question:

What was the average wait time on the DHS Complaints and Feedback Line for the 2014-15 financial year, and for July-December 2015?

Answer:

The average wait time on the DHS Complaints and Feedback Line for 2014-15 was 8 minutes, 24 seconds.

The average wait time on the DHS Complaints and Feedback Line for 1 July - 31 December 2015 was 11 minutes, 35 seconds.