

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 11 FEBRUARY 2016 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Face to face wait times

Question reference number: HS 147

Senator: Cameron

Type of question: Written

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

Number of pages: 16

Question:

In relation to HS 54 from June 2015 Estimates, please update the:

- a) Monthly data tables in answer (a), (b) and (c) for May 2015 to date.
- b) 2014-15 data in (d) and (e) to date.

Answer:

- a) The following table provides the monthly average wait times for Service Centres for the period 1 May 2015 to 31 January 2016.

Period	Average Wait Time (minutes:seconds)											
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2014-15											9:09	9:26
2015-16	9:51	9:56	9:01	9:46	9:50	10:20	12:12					

The following table provides the monthly average wait times by Service Centre for the period 1 May 2015 to 31 January 2016.

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 stand-alone Service Centre contacts and the One Stop Shop.

Site	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Airport West OSS	12:24	17:37	14:24	9:13	9:23	11:06	11:14	12:41	13:09
Aitkenvale OSS	5:35	6:40	6:49	7:22	6:10	5:49	7:21	7:39	12:12
Albany OSS	9:02	10:03	9:56	10:01	10:20	8:48	11:57	13:32	15:20
Albury OSS	11:23	12:34	12:45	12:50	12:19	12:35	13:55	11:34	17:38
Alice Springs OSS	8:59	10:16	11:04	8:27	8:05	10:52	9:23	12:35	20:19
Ararat OSS	5:32	5:07	6:05	7:10	6:53	7:34	9:31	8:00	11:09
Armadale OSS	11:41	9:02	10:19	12:12	12:30	11:35	12:14	11:38	18:04
Armidale OSS	6:53	7:42	7:22	8:12	7:00	10:32	10:13	9:16	10:06
Ashmore	5:16	4:38	4:33	5:40	6:01	6:28	7:06	6:19	5:37
Atherton OSS	4:39	2:25	3:00	2:29	2:51	2:30	3:00	4:52	3:56
Auburn	6:07	6:15	5:01	5:04	4:20	4:11	3:36	4:33	4:05
Ayr OSS	1:16	1:34	1:31	1:51	1:25	1:39	1:57	1:27	1:56
Bairnsdale OSS	10:03	12:03	12:08	10:23	10:56	13:43	12:53	11:29	12:11
Ballarat OSS	14:24	14:13	15:07	9:45	9:34	11:40	13:28	15:14	18:57
Ballina OSS	5:58	7:41	9:43	8:32	8:43	8:38	6:43	8:49	10:43
Bankstown OSS	15:22	12:47	12:00	9:51	13:10	11:15	13:09	14:04	17:24
Batemans Bay OSS	10:09	8:44	9:14	7:41	6:34	9:52	9:15	8:58	9:03
Bathurst OSS	15:23	14:08	13:56	13:37	11:28	13:37	12:23	11:48	14:17

Site	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Baulkham Hills	13:16	13:09	14:12	15:47	14:17	15:40	12:16	15:37	18:11
Beaudesert	11:25	12:13	12:40	10:58	10:30	12:37	13:52	14:04	21:32
Beenleigh OSS	13:32	13:10	12:41	12:48	11:38	11:40	13:57	14:04	14:31
Bega OSS	6:34	7:24	7:15	8:59	9:33	7:38	9:07	9:20	9:24
Belconnen OSS	7:43	8:41	10:40	11:07	9:31	12:22	13:40	12:43	22:46
Belgrave	9:48	5:44	6:33	6:44	3:38	3:30	4:26	3:51	5:57
Belmont NSW	1:07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Belmont WA	n/a	n/a	1:22	10:14	7:02	7:07	6:54	8:42	11:56
Benalla Visiting Service	5:40	7:28	6:38	7:01	7:18	6:11	6:48	2:35	n/a
Bendigo OSS	16:01	15:35	16:53	13:44	9:52	11:12	10:33	10:11	14:20
Berri OSS	5:36	5:07	6:47	5:39	4:13	4:05	5:39	6:36	7:21
Biggera Waters	11:37	9:03	9:05	10:45	9:36	9:47	9:34	9:27	10:39
Biloela	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Blacktown OSS	8:44	9:31	14:04	14:20	11:35	11:25	8:34	10:31	12:40
Bondi Junction OSS	12:47	12:05	12:34	11:42	12:29	12:28	14:08	15:44	20:55
Booragoon	2:46	7:42	11:18	9:29	8:32	9:27	9:53	9:26	10:22
Boronia	6:57	8:59	12:17	14:55	12:55	12:28	9:23	7:44	11:17
Borroloola	n/a	n/a	n/a	n/a	n/a	1:02	n/a	n/a	n/a
Bourke	1:38	1:23	1:19	1:25	1:40	2:52	1:53	1:42	1:23
Bowen OSS	1:39	1:50	1:15	1:48	1:37	1:20	1:19	1:47	2:20
Bowral OSS	15:10	18:28	14:01	19:42	15:30	16:41	11:20	9:38	13:59
Box Hill OSS	9:59	9:35	10:20	12:18	10:40	11:04	12:13	8:07	10:56
Braddon OSS	8:55	8:20	11:38	14:21	12:02	13:43	15:06	14:25	18:16
Bridgewater	9:55	9:21	7:35	10:08	7:44	8:43	10:53	11:02	15:32
Broadmeadows OSS	12:51	18:59	12:40	14:07	15:34	12:58	14:16	13:16	12:35
Broken Hill OSS	7:56	8:01	8:37	7:55	8:10	10:05	10:25	8:02	10:35
Broome OSS	4:14	6:32	5:36	5:33	4:01	4:07	4:50	6:03	7:57
Browns Plains	10:24	12:05	14:34	12:32	9:23	10:22	10:14	8:20	13:15
Brunswick Heads	3:50	3:51	4:26	3:51	3:02	4:10	4:55	5:00	5:51

Site	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Bunbury OSS	11:07	9:42	11:06	12:50	13:42	12:06	11:29	14:06	17:48
Bundaberg OSS	16:55	14:51	19:45	14:30	12:46	15:54	12:52	11:15	17:01
Burnie OSS	6:49	6:58	9:31	11:55	12:07	12:04	12:03	12:24	15:04
Burwood OSS	10:40	10:09	9:56	13:22	10:57	13:56	14:25	15:39	16:00
Busselton	7:18	5:48	8:27	9:07	8:07	9:25	7:28	9:50	12:49
Byron Bay	1:28	1:10	n/a	n/a	n/a	n/a	1:29	1:33	n/a
Caboolture OSS	8:50	9:07	9:53	8:28	8:23	8:42	8:42	9:56	8:58
Cabramatta	11:04	10:23	13:29	12:46	10:39	15:06	12:46	11:39	13:58
Cairns Aplin St	7:04	8:06	12:11	14:11	10:53	10:25	12:15	12:29	18:36
Cairns Grafton St OSS	4:04	3:59	4:52	5:47	4:49	5:19	6:27	6:36	6:21
Cairns Remote Services	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Caloundra OSS	4:54	6:02	8:43	10:11	6:41	9:14	9:07	8:38	11:54
Camberwell OSS	10:43	10:14	10:35	10:25	10:08	11:44	10:50	10:37	10:25
Camden OSS	17:30	11:41	14:21	12:41	11:52	12:42	10:39	11:10	12:24
Campbelltown OSS	12:28	15:21	16:21	14:20	12:42	16:07	14:33	16:02	16:06
Campsie OSS	14:32	12:20	10:33	12:13	12:14	13:21	13:49	14:24	16:05
Cannington OSS	14:53	13:32	16:29	14:37	14:01	11:20	12:49	13:10	14:13
Cannonvale	2:02	1:42	1:42	2:11	1:48	2:13	2:23	2:18	2:32
Capalaba OSS	12:03	10:35	13:37	12:21	14:34	14:57	12:22	15:15	17:15
Carindale	6:51	9:41	9:38	6:55	6:11	5:33	6:27	5:55	5:28
Caringbah OSS	11:41	14:32	14:27	16:04	13:38	12:03	14:27	17:22	14:27
Carnarvon	5:00	5:26	5:48	6:48	3:54	5:13	5:52	5:39	5:03
Casino OSS	5:27	5:10	5:18	6:18	4:44	4:08	6:52	7:42	7:50
Castle Hill	5:16	8:23	6:55	8:58	8:56	8:06	9:14	7:43	7:06
Casuarina OSS	10:18	17:44	18:52	14:55	11:37	13:14	13:19	14:35	14:15
Ceduna	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Remote Servicing Teams	n/a	n/a	n/a	n/a	1:19	n/a	n/a	n/a	n/a
Cessnock OSS	7:11	7:36	4:52	7:14	4:31	4:35	5:51	5:45	6:55

Site	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Charlestown	6:58	5:46	5:14	8:18	8:09	9:00	6:43	6:44	6:29
Charlestown Medicare	3:03	2:13	3:00	2:45	1:59	1:21	1:15	n/a	n/a
Charleville	4:52	4:12	5:33	5:36	7:08	9:31	7:03	5:17	5:50
Charters Towers	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Chatswood OSS	6:51	8:29	8:37	8:54	8:39	11:47	11:07	12:37	13:48
Cheltenham OSS	12:55	15:51	17:11	17:43	13:58	11:57	13:27	14:34	13:51
Cherbourg	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Chermside OSS	10:10	10:00	9:59	12:39	10:23	11:49	11:05	12:09	14:22
Childers	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cleveland OSS	12:36	12:43	10:52	14:41	11:46	14:44	16:22	16:48	16:39
Coffs Harbour OSS	12:09	11:56	8:54	9:07	7:47	11:16	13:52	11:49	10:41
Colac OSS	10:21	8:38	10:29	10:41	8:11	8:52	10:06	9:56	11:50
Coober Pedy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cooma OSS	6:47	7:44	7:20	8:55	8:18	9:04	8:35	12:04	12:17
Corio OSS	14:39	12:48	15:43	12:32	11:04	13:00	14:26	15:50	18:16
Corrimal	11:41	6:32	9:45	7:56	7:19	7:48	9:09	10:26	13:27
Cowra OSS	5:21	5:48	6:26	6:05	6:56	6:37	7:04	7:03	9:56
Cranbourne OSS	10:14	14:22	14:15	12:28	12:09	12:41	11:14	9:37	12:58
Dalby OSS	5:11	5:15	5:36	5:02	4:07	4:44	5:39	6:48	9:39
Dandenong OSS	11:06	12:27	10:54	10:32	9:36	8:39	9:32	9:11	11:19
Dapto	11:24	12:12	14:42	14:49	12:19	14:09	11:49	14:08	15:40
Darebin OSS	9:22	8:40	7:34	9:35	11:12	13:31	12:47	13:34	15:24
Darlinghurst OSS	11:34	12:11	14:35	11:38	11:19	17:48	16:03	15:17	17:56
Darwin OSS	11:13	13:22	16:32	11:13	9:02	9:07	9:40	12:17	14:51
Deception Bay OSS	7:13	6:22	7:32	6:07	7:18	9:51	9:00	11:37	17:08
Deniliquin	4:02	5:26	6:17	3:59	5:29	5:46	6:54	5:15	7:19
Derby	3:38	2:44	5:16	6:48	4:32	4:52	6:09	4:32	3:50
Devonport OSS	9:42	7:21	9:20	10:38	11:28	10:47	12:42	14:20	14:35
Dubbo OSS	13:21	11:02	9:17	11:58	11:57	17:42	13:40	9:05	14:25

Site	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Earlville	2:48	3:25	4:42	4:45	4:11	5:03	4:37	4:02	5:57
Echuca OSS	7:53	7:35	8:00	7:03	6:36	8:07	9:10	11:51	14:30
Elizabeth OSS	7:14	6:39	5:52	6:22	6:50	6:29	6:08	6:46	8:27
Emerald OSS	2:32	2:17	2:25	2:17	2:18	3:41	3:17	4:13	5:35
Enfield	3:13	2:14	2:32	2:43	2:22	3:43	4:08	4:07	5:55
Epping	14:22	13:15	7:07	9:43	10:21	12:34	13:09	13:06	12:54
Esperance	5:00	4:13	3:43	4:35	3:30	4:12	5:32	5:40	10:56
Ettalong	6:43	6:26	3:28	8:06	6:25	8:43	5:21	4:58	9:55
Fairfield OSS	15:46	11:56	10:58	11:19	12:23	13:34	11:28	15:04	15:22
Fitzroy Crossing	1:35	1:12	2:45	2:08	2:01	n/a	n/a	n/a	4:57
Footscray OSS	4:02	6:02	6:48	7:40	8:30	7:06	8:40	7:49	12:02
Fortitude Valley	5:58	6:34	6:52	7:45	5:16	7:21	7:10	8:36	9:01
Fountain Gate OSS	10:22	10:53	14:01	12:28	12:11	10:54	9:23	9:02	11:31
Frankston OSS	10:22	9:48	11:38	13:51	12:47	13:51	11:02	11:10	13:13
Fremantle	12:06	12:34	13:26	14:13	16:41	15:24	10:50	12:10	16:16
Fremantle Medicare	5:36	5:42	6:42	6:35	5:47	5:43	6:19	6:26	6:52
Galiwinku	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Galleria	3:56	7:39	8:26	7:02	7:35	9:00	10:12	12:02	12:20
Gawler OSS	5:01	5:55	4:09	5:07	5:23	5:39	6:25	6:23	7:59
Geelong OSS	11:14	13:18	12:57	12:31	12:48	15:23	16:20	14:37	15:07
Geraldton OSS	10:50	10:44	12:43	9:17	6:40	6:32	11:04	12:03	14:14
Gin Gin	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Gladstone OSS	3:42	4:04	5:12	7:49	6:13	8:57	8:29	7:29	11:57
Glen Innes	4:17	3:20	3:42	4:26	3:29	5:06	4:25	3:49	6:11
Glen Waverley OSS	9:14	11:58	11:32	13:40	11:22	12:25	11:03	7:07	9:47
Glenelg	8:32	8:21	6:58	7:44	7:56	7:22	9:27	10:13	9:15
Glenorchy OSS	13:17	14:28	13:05	12:51	13:32	12:14	11:58	14:11	16:30
Goodna OSS	10:38	11:33	11:00	12:05	9:32	9:46	9:30	9:34	9:54
Goondiwindi	5:12	6:10	6:35	6:12	8:04	6:50	7:32	8:21	12:07

Site	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Gosford OSS	5:30	4:58	7:07	7:09	6:14	5:44	6:32	8:46	10:48
Gosnells	13:37	14:04	14:11	13:30	12:31	13:19	10:45	13:32	14:56
Goulburn OSS	10:01	12:51	13:27	11:59	10:44	11:03	11:02	11:14	14:25
Grafton OSS	9:11	8:12	9:22	5:39	5:44	6:11	10:07	10:20	12:14
Greensborough OSS	12:14	13:22	12:18	13:24	13:03	12:17	14:29	15:26	17:43
Griffith OSS	7:47	6:30	7:36	7:47	7:05	7:21	10:12	12:35	14:46
Groote Eylandt	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Gungahlin OSS	10:04	10:01	8:57	9:46	8:58	10:36	10:28	11:58	13:30
Gunnedah OSS	4:33	5:08	5:53	7:40	5:42	6:07	5:58	6:04	6:16
Gympie OSS	10:37	10:41	9:24	14:16	9:45	12:20	10:01	13:22	14:36
Halls Creek	1:36	1:27	1:17	1:09	2:02	1:24	2:31	3:30	4:39
Hamilton OSS	9:24	10:24	10:05	9:07	6:55	8:51	7:50	6:25	9:17
Hastings OSS	9:11	7:29	8:27	8:19	8:13	8:35	8:17	7:21	9:03
Hawkesbury OSS	14:44	12:00	14:07	16:59	12:49	12:32	11:09	12:29	17:03
Heidelberg OSS	9:33	11:25	10:13	8:34	9:17	8:19	9:25	10:37	11:44
Hermannsburg	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hervey Bay OSS	11:35	13:44	14:11	14:23	11:02	11:16	14:49	15:19	17:32
Hobart OSS	12:17	11:10	12:08	12:53	13:25	15:13	13:36	13:30	17:03
Hornsby	12:27	13:28	17:35	15:01	17:01	18:00	14:22	16:50	22:06
Hornsby Medicare	12:55	11:12	10:09	7:13	5:06	5:24	4:17	4:39	4:46
Horsham OSS	11:44	11:33	15:23	14:57	11:34	14:09	16:00	14:03	19:21
Huonville	n/a	n/a	2:57	5:14	3:35	4:52	6:35	9:27	9:37
Hurstville	9:29	18:15	16:18	16:14	13:46	14:45	10:05	13:12	18:00
Hurstville Medicare	5:26	8:14	8:47	7:40	7:24	8:39	6:03	9:48	9:24
Inala OSS	9:10	8:44	10:39	14:14	13:03	12:45	13:38	13:38	15:27
Ingham OSS	1:56	1:05	1:10	1:05	n/a	1:07	n/a	1:12	n/a
Ingleburn	14:53	14:13	14:51	15:23	14:33	17:11	13:58	15:43	18:50
Innaloo OSS	9:24	9:35	14:42	15:10	16:23	12:50	14:32	15:06	16:31
Innisfail OSS	2:08	1:38	1:31	1:35	2:04	2:13	2:24	2:34	4:11

Site	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Mackay OSS	5:47	5:50	6:35	6:12	5:20	6:59	8:47	9:54	13:32
Maitland OSS	6:43	5:35	5:20	4:56	5:40	5:27	5:54	7:39	7:16
Mandurah OSS	12:26	14:32	15:26	13:58	15:38	11:51	11:42	14:13	16:00
Maningrida	1:12	1:07	n/a	n/a	n/a	n/a	n/a	n/a	2:29
Mareeba	3:04	2:57	4:37	2:50	1:33	1:39	2:09	2:40	4:26
Margate OSS	7:09	8:38	10:55	11:11	9:30	10:56	12:48	10:35	13:56
Marion OSS	8:25	8:11	9:14	8:25	7:17	10:21	7:13	8:19	11:24
Maroochydore OSS	7:34	8:35	10:02	9:23	8:59	9:18	9:02	8:13	13:46
Maroubra OSS	9:45	9:57	10:30	11:52	14:13	14:57	15:06	17:23	20:43
Marrickville	13:01	10:59	14:30	13:32	11:08	11:09	10:10	13:18	13:22
Maryborough QLD OSS	10:12	10:03	9:39	7:18	8:09	10:21	11:40	10:08	10:32
Maryborough VIC	4:48	3:49	4:40	3:55	3:51	5:28	7:42	7:10	7:50
Mayfield OSS	5:50	4:47	4:13	7:18	7:15	7:18	8:01	7:49	7:26
Meekatharra	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Melton OSS	10:44	10:22	11:16	9:35	10:03	10:44	11:08	11:10	15:56
Merrylands OSS	12:02	12:24	14:46	10:11	7:29	8:53	10:10	11:59	14:25
Midland OSS	15:03	16:36	18:35	15:51	11:43	13:08	15:48	14:51	16:34
Mildura OSS	13:00	11:53	14:39	14:03	10:09	11:35	13:02	11:11	13:43
Mirrabooka	9:43	7:40	10:36	14:51	14:29	12:34	15:33	16:47	17:02
Mitchelton OSS	10:18	10:54	12:07	10:29	9:06	9:18	12:18	13:55	15:38
Modbury OSS	6:23	4:40	7:28	8:12	7:59	6:59	7:11	7:47	10:18
Moree OSS	6:30	6:01	5:17	6:08	5:17	4:32	5:05	6:28	5:43
Moreland OSS	18:45	12:48	13:00	14:25	13:23	15:50	16:45	17:25	17:15
Morley OSS	15:14	15:21	16:55	17:04	14:17	13:49	15:07	16:23	18:08
Mornington OSS	5:37	7:04	9:19	10:17	9:19	10:17	10:15	9:14	10:11
Morwell OSS	11:08	10:15	11:04	7:36	10:15	12:54	10:35	9:02	11:24
Mossman	2:00	2:33	2:54	2:10	1:51	1:58	2:24	2:28	4:24
Mount Isa OSS	1:10	n/a	1:08	n/a	n/a	n/a	1:12	n/a	1:25
Mt Barker	7:01	7:02	6:05	5:51	5:08	5:58	6:41	6:49	6:36

Site	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Northern Remote Servicing Teams	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Norwood	1:46	2:01	1:06	1:27	1:21	1:26	1:27	2:01	2:13
Nowra OSS	9:42	9:15	9:39	9:55	8:21	9:24	9:59	8:06	9:35
Nundah OSS	8:56	9:57	10:37	11:43	9:37	10:59	14:17	12:52	16:12
Oakleigh OSS	5:28	5:52	6:08	6:54	6:59	7:45	7:49	9:06	11:01
Orange OSS	9:08	7:26	8:43	9:35	9:59	10:14	9:37	10:30	15:05
Pakenham OSS	10:25	12:35	7:55	7:31	6:52	9:47	9:50	9:56	11:37
Palm Beach	8:49	7:38	7:17	6:32	4:03	5:30	5:58	6:05	7:39
Palm Island OSS	n/a	2:03	1:26	1:38	1:34	1:06	1:22	1:29	2:23
Palmerston OSS	9:54	16:18	18:24	12:16	9:39	10:29	13:16	13:42	20:17
Parkees OSS	4:55	5:50	5:47	6:32	5:07	6:19	6:38	8:09	10:51
Parramatta OSS	8:29	8:35	9:16	8:31	7:55	9:12	10:41	12:08	12:22
Penrith OSS	12:36	15:19	14:32	15:35	9:36	11:38	10:52	12:24	15:04
Port Adelaide OSS	4:01	3:51	4:08	5:22	5:41	5:46	4:52	5:17	6:32
Port Augusta OSS	2:23	2:20	1:44	2:24	2:07	2:24	2:33	2:41	3:48
Port Lincoln OSS	6:58	6:48	7:29	8:40	9:10	10:11	7:19	7:51	11:06
Port Macquarie OSS	14:11	11:58	8:33	8:08	5:33	5:10	5:05	4:22	6:29
Port Pirie OSS	3:44	4:47	4:04	5:01	3:59	5:44	4:14	5:04	5:53
Portland OSS	11:33	11:30	9:29	8:58	6:08	4:50	11:10	11:26	14:08
Queanbeyan OSS	9:50	8:31	8:07	7:38	5:34	8:46	11:20	18:33	23:11
Raymond Terrace OSS	8:38	2:34	3:56	4:23	5:02	5:12	6:09	8:15	9:17
Redfern	7:57	6:40	10:01	12:07	10:37	9:20	10:40	8:50	9:43
Ringwood OSS	11:26	15:44	15:27	16:07	12:11	11:56	11:41	11:50	13:46
Robina OSS	7:44	8:49	14:18	15:01	10:40	9:59	9:52	9:42	11:23
Rockdale	11:12	13:14	13:24	14:22	10:34	11:26	15:12	15:25	14:11
Rockhampton OSS	3:12	3:52	4:19	4:19	5:06	5:29	7:14	7:12	10:22
Rockingham OSS	12:48	16:36	13:41	16:46	14:40	13:05	11:26	13:00	16:28
Roma	4:05	2:23	3:24	n/a	1:14	2:37	1:20	3:09	1:06

Site	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Rosebud OSS	9:14	11:26	14:06	10:48	10:34	9:02	10:54	9:34	11:51
Rosny Park OSS	12:51	13:05	10:39	11:53	10:14	11:32	10:34	11:56	13:33
Rouse Hill	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Rowville OSS	7:19	10:30	11:46	10:54	8:44	9:41	11:34	9:25	13:44
Ryde OSS	14:26	10:40	11:25	11:47	10:38	10:13	10:55	12:41	15:56
Sale OSS	7:07	8:00	9:41	8:35	6:41	8:06	9:02	7:16	10:54
Salisbury	4:38	4:35	3:26	4:02	5:06	5:16	5:59	5:59	7:03
Santa Teresa	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Seymour	8:46	7:43	10:13	11:32	9:05	10:38	10:12	9:14	12:45
Shellharbour OSS	10:12	10:59	10:42	12:00	10:14	13:15	12:29	13:16	15:10
Shepparton OSS	8:16	9:49	11:09	13:15	11:42	12:19	9:39	11:13	14:21
Singleton OSS	5:22	4:25	4:21	5:06	3:05	4:03	4:25	5:13	5:22
Smithfield	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sorell	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South Brisbane	6:18	7:13	9:03	7:14	6:21	7:38	7:40	10:06	14:36
South Hedland	3:47	3:53	5:04	7:45	5:35	3:58	3:40	5:11	6:54
Southport OSS	10:50	11:32	11:14	13:23	12:02	10:18	9:05	13:55	12:52
Springvale OSS	8:02	12:11	12:53	13:14	14:47	12:28	12:32	13:35	13:12
Springwood OSS	6:49	7:15	8:06	10:05	9:21	8:39	8:04	9:15	11:55
St Marys	9:54	11:23	12:26	12:41	11:48	15:32	15:07	14:42	16:17
Stanthorpe	4:22	3:58	5:06	4:08	4:21	5:52	6:59	6:32	10:48
Stawell	5:47	6:16	6:55	6:23	8:24	8:29	6:58	10:09	11:00
Sth Melbourne	11:09	13:21	11:59	12:13	10:49	12:15	12:08	11:32	9:11
Stones Corner	5:30	6:23	7:35	8:11	6:28	10:15	7:19	6:03	9:27
Strathpine OSS	7:44	9:10	8:25	9:45	10:28	12:31	12:34	14:54	15:50
Subiaco	7:00	7:12	7:34	8:43	8:10	7:43	9:13	7:36	10:03
Success	13:22	13:30	13:16	13:23	14:41	15:56	11:20	12:26	15:26
Sunbury	10:14	9:29	7:40	8:43	7:49	9:05	9:17	10:45	10:05
Sunshine OSS	11:11	9:41	6:29	5:23	4:39	4:20	5:23	4:24	6:33

Site	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Sutherland OSS	7:52	8:18	8:11	6:43	6:45	9:48	9:55	12:44	14:49
Swan Hill OSS	6:38	7:43	8:02	7:34	6:29	9:30	10:45	8:56	12:01
Tamworth OSS	5:16	4:42	5:22	4:31	3:25	4:48	5:50	5:35	6:10
Tangentyere	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Taree OSS	7:57	8:12	6:41	8:59	9:09	9:22	9:02	9:29	11:03
Tennant Creek	3:23	4:35	6:23	5:20	2:37	4:05	3:14	6:26	7:24
The Entrance OSS	8:03	5:40	5:24	6:08	5:21	8:17	8:01	7:56	9:40
Thursday Island	1:10	1:07	1:01	1:31	1:27	1:02	n/a	1:17	1:35
Tiwi Islands	4:37	2:11	3:58	2:34	n/a	n/a	2:25	n/a	1:56
Toowong OSS	12:33	12:42	17:14	15:39	9:34	12:12	13:46	12:42	16:51
Toowoomba OSS	8:22	7:51	7:22	7:07	6:50	6:33	6:26	6:44	8:22
Toronto OSS	5:24	3:56	2:30	4:07	4:16	4:52	5:28	4:17	4:48
Torrensville OSS	7:56	7:20	8:13	8:55	8:39	5:58	6:24	6:45	6:44
Townsville City (Shopfront)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Townsville OSS	3:39	3:37	5:26	7:48	5:00	5:37	5:03	5:46	8:21
Traralgon	n/a	n/a	1:40	1:04	n/a	n/a	1:18	1:18	n/a
Tuggeranong OSS	7:06	8:02	8:59	7:14	6:32	9:32	10:16	8:38	9:44
Tumut	4:55	6:49	4:47	3:46	3:53	4:11	6:01	5:48	9:22
Tuncurry OSS	7:34	7:51	7:37	9:49	7:18	8:18	7:39	8:03	8:41
Tweed Heads OSS	7:15	6:58	8:14	9:23	8:19	7:50	8:44	10:08	9:52
Ulladulla OSS	7:44	8:25	8:57	9:21	8:44	9:40	8:39	7:22	10:57
Victor Harbor	6:02	5:45	4:38	4:22	4:49	5:19	5:07	5:23	5:40
Victoria Park	10:20	10:59	12:09	15:33	13:37	12:05	12:39	12:29	12:22
Wadeye	3:43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Wagga Wagga OSS	8:00	7:50	9:45	9:51	7:37	8:54	6:29	8:40	10:30
Walgett	1:47	1:09	n/a	1:42	1:20	2:12	3:25	3:38	3:49
Wallsend OSS	7:21	6:33	4:04	5:40	4:33	5:35	6:02	7:36	7:35
Wangaratta OSS	10:42	12:28	10:56	10:10	9:57	9:29	10:23	10:54	15:41
Warragul OSS	9:45	10:31	10:18	10:53	11:27	13:06	10:18	11:30	11:56

The following table provides the monthly average wait time for Social Security and Welfare related calls for the period 1 May 2015 to 31 January 2016.

* myGov Adelaide opened in June 2015 and therefore no data recorded for May 2015.

Note: The average speed of answer included below are for 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 below.

Period	Average Speed of Answer (minutes:seconds)											
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2014-15											14:18	14:18
2015-16	19:52	13:59	10:36	13:03	13:22	14:22	21:57					

- b) The following table provides the number of successful Centrelink calls for the financial year 2014-15 and to 31 January 2016. A successful call is defined as a call that accesses an Interactive Voice Response, that is, the call access the telephony system.

Financial Year	Successful Calls (rounded to millions)
2014-15	40 million
2015-16 (as at 31 January 2016)	23 million

The following table provides the number of Centrelink inbound calls for the financial year 2014-15 and to 31 January 2016. Inbound calls are defined as successful calls plus those calls that attempt to access the Interactive Voice Response and receive a busy signal.

Financial Year	Inbound Calls (rounded to millions)
2014-15	62 million
2015-16 (as at 31 January 2016)	39 million