

## **Senate Community Affairs Legislation Committee**

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

#### **Department of Human Services**

**Topic:** Call Wait Times

**Question reference number:** HS 16

**Senator:** Cameron

**Type of question:** Hansard page 129

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

**Number of pages:** 1

#### **Question:**

Senator CAMERON: How can we be confident that these wait times are accurate?

Ms Campbell: We will take on notice and give you the actual wait times for those periods.

Senator CAMERON: Okay. I am happy to table this if you want it.

Ms Campbell: That would be very helpful.

#### **Answer:**

The actual wait time (average speed of answer) for the period from 27 January to 10 February 2016 inclusive for the Social Security & Welfare Programme is 22 minutes 16 seconds.