

## Senate Community Affairs Legislation Committee

### ADDITIONAL ESTIMATES – 2 MARCH 2017 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** Call Wait Times

**Question reference number:** 41 (HS 45)

**Senator:** Watt

**Type of question:** Written

**Date set by the committee for the return of answer:** 21 April 2017

**Number of pages:** 2

#### **Question:**

Please provide details of the monthly average call wait time from July 16 to January 17 by:

- a) Payment type
- b) Smart Centre
- c) Master Program

#### **Answer:**

- a) The average speed of answer<sup>1</sup> for the period July 2016 to January 2017 by payment type is provided in the table below.
- b) The Department has a national virtual telephony network. Generally, the telephone calls the Department receives are not directed to a geographic location. Telephone calls are allocated to the next available staff member with the appropriate skills, irrespective of their location. Therefore, telephony wait times are measured as a departmental result and not by Smart Centre.
- c) The average speed of answer for the period July 2016 to January 2017 for the main business lines for all Master Programs is provided in the table below.

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<sup>1</sup> The Department of Human Services uses the term average speed of answer (rather than call wait time) to denote the length of time before a call is answered.

The table below provides the data in response to parts (a) and (c).

All data is in MM:SS (Minutes and Seconds)

<b>Centrelink Main Business Lines</b>	<b>July-16</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>January</b>
Disabilities, Sickness and Carers	21:18	21:36	26:08	26:25	27:03	31:02	31:30
Employment Services	28:07	21:09	23:46	28:36	27:28	34:59	33:13
Families and Parenting	8:37	9:11	10:32	13:31	14:19	20:47	24:22
Older Australians	12:59	13:08	16:03	18:03	18:15	22:54	17:11
Youth and Students	29:28	25:43	24:47	29:32	28:43	33:32	31:22
Participation Solutions	21:46	29:40	18:34	39:53	38:23	57:14	35:29
Other	6:16	4:27	5:00	6:16	6:21	10:39	13:25

<b>Medicare</b>	<b>Jul-16</b>	<b>Aug-16</b>	<b>Sep-16</b>	<b>Oct-16</b>	<b>Nov-16</b>	<b>Dec-16</b>	<b>Jan-17</b>
Customer	6:01	4:14	5:09	7:00	8:32	8:45	8:00
Provider	0:52	1:37	1:45	1:40	2:41	2:41	3:24
Pharmaceutical Benefits Scheme Authorities	0:21	0:56	1:06	0:38	0:45	0:50	0:44

<b>Child Support</b>	<b>Jul-16</b>	<b>Aug-16</b>	<b>Sep-16</b>	<b>Oct-16</b>	<b>Nov-16</b>	<b>Dec-16</b>	<b>Jan-17</b>
Child Support	4:57	6:16	4:05	1:53	2:16	1:55	2:38