

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 20 OCTOBER 2016 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Centrelink Services Centres - Performance Information - Customer

Question reference number: 33 (HS 34)

Senator: Watt

Type of question: Written

Date set by the committee for the return of answer: 2 December 2016

Number of pages: 1

Question:

For each Centrelink Service Centre by quarter for the last 2 financial years;

- a) What was the customer foot traffic rate?
- b) Customer foot traffic rates as a percentage by type of inquiry?
- c) Average customer wait time and time spent by staff with clients?

Answer:

- a) and c) See Attachment A.
- b) See Attachment B(1) and Attachment B(2).