

Senate Community Affairs Legislation Committee

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

Department of Human Services

Topic: Centrelink Telephony - Call Handling and Total Call Time

Question reference number: 35 (HS 36)

Senator: Pratt

Type of question: Written

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

Number of pages: 1

Question:

- a) How many calls have been made to Centrelink telephony services in the year to date?
- b) How many of these calls had total call handling times;
 - i) under 15 minutes?
 - ii). between 15 and 20 minutes?
 - iii) between 20 and 25 minutes?
 - iv) between 25 and 30 minutes?
 - v) between 30 and 35 minutes?
 - vi) between 35 and 40 minutes?
 - vii) exceeding 40 minutes?

Answer:

- a) In 2016–17 (as at 28 October 2016) more than 12.5 million Social Security and Welfare calls were received by Centrelink.
- b) Handling time data for Social Security and Welfare broken down into intervals is not currently available.
See HS 35 (Part A) for current average handling time.