

**Senate Standing Committee on Finance and Public Administration**

**ANSWERS TO QUESTIONS ON NOTICE**

**Human Services Portfolio**

Additional Estimates 2006-2007, 13<sup>th</sup> and 16<sup>th</sup> February, 2007

**Question: HS4**

**Agency: Centrelink**

**Outcome 1, Output 1.1**

**Topic: Area average wait times**

**Hansard Page/Written Question on Notice: Hansard Page F&PA 142**

**SENATOR MOORE** asked on 13/02/2007:

(In relation to average waiting times for Centrelink customers)

**Senator MOORE**—I know with call centres that, depending on your demand, you can switch all over the place—which is good—but I am talking about going to the office at, say, Strathpine and then I going to an office somewhere else. Do you have an area average?

**Mr Whalan**—We do.

**Senator MOORE**—Is that public?

**Mr Whalan**—We have not provided it as yet.

**Senator MOORE**—Can we get it?

**Mr Whalan**—We will take it on notice, if you like.

**Senator MOORE**—That would be lovely. This is in terms of customer service.

**Mr Whalan**—Correct; CSA's face to face.

**Senator MOORE**—I will not ask you by location, but by area or office would be useful.

**ANSWER:**

Centrelink measures and records the average wait times from door to reception three times a day in each site every day. These measures are then calculated into an Area average.

The Area averages (in minutes) for February 2007 are:

Hunter NSW	2.8
Western Australia	3.7
Brisbane	3.0
Central & Northern QLD	1.7
East Coast NSW	5.5
North Australia	2.8
North Central Victoria	7.4
Pacific Central	4.0
South Australia	4.5
South East Victoria	5.1
South Metropolitan NSW	4.6
South West NSW	3.7
Tasmania	3.7
West NSW	5.5
West Victoria	5.4

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To prepare this answer it has taken approximately 2 hours and 51 minutes at an estimated cost of \$174.