



Of the 3271 queries received as at 14th of October 2005:

90.6% (2957) were responded to on the same day as the initial contact;

9.2% (299) on the day after the initial contact; and

only 0.2% (9) were not responded to within 48 hours.

LLO queries sorted according to the agencies to which they related to are shown in the table below:

Agency	Number of queries	Percentage of total queries
Centrelink	2972	90.9%
CSA	132	4.0%
Medicare Australia	125	3.8%
Australian Hearing	9	0.3%
CRS Australia	8	0.2%
HSA	2	0.1%

The majority of Centrelink inquiries have pertained to Age Pension, Disability Support Pension, Family Tax Benefit and Newstart Allowance.