

SECURITY CLASSIFICATION

Australian Government
Department of Human Services

Minister's office Information Request

MB17-000184

SUBJECT: MEDIA REQUEST JJJ HACK PROGRAM

Question/s raised by Minister's office:

s 22 requires an urgent brief for the Minister to do media this afternoon, the JJJ hack program.

Please get her urgently all information relating to youth allowance, the wait time on the phone, the number of applications on hand, the processing times. Please also give her the data on the call wait times across all phone lines and in shop wait times.

Response:

Youth Allowance (Students)

- **Wait time on the phone** - Approximately 20 to 30 minutes during peak period.
- **Number of applications on hand** - The volume of student claims on hand varies from week to week with approximate averages of between 5000 to 35000 claims on hand depending on the time of year.
- **Processing times** - The average time to process new student claims is currently sitting at approximately four weeks, however this result can vary depending on the individual student circumstances. At this time of year, the Department receives between 7000 to 10000 new claims a week.

Call Wait Times in February (Peak Period)

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|-------------------------------------|--------------------------|
| • Disabilities, Sickness and Carers | Approximately 26 minutes |
| • Employment Services | Approximately 28 minutes |
| • Families and Parenting | Approximately 13 minutes |
| • Older Australians | Approximately 17 minutes |
| • Participation | Approximately 34 minutes |
| • Other | Approximately 7 minutes |

The Department's financial year to date average speed of answer is approximately 14 minutes.

Face to Face Wait Times

- The wait time in our offices range between 10 to 15 minutes on average.

Cleared by: Bridget Brill

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Date: 21 February 2017

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