| **Table 1i:** Key performance indicator results1 | | | | |
| --- | --- | --- | --- | --- |
| **Key performance indicator** | **Target 2013–14** | **Result 2012–13** | **Performance 2013–14** | **Met 2013–14** |
| **Achievement of face-to-face, call and processing service level standards** | | | | |
| Face-to-face: Average wait time | ⩽15 minutes | 14 minutes 9 seconds | 16 minutes 48 seconds4 | No |
| Telephony: Average speed of answer—service users | ⩽16 minutes | 10 minutes 2 seconds | 14 minutes 26 seconds | Yes |
| Processing: Percentage of claims processed within standard—service users | ⩾82% | 97% | 98% | Yes |

1. Percentages in this table may have been rounded to the nearest decimal point.

4. While the target was not achieved, the department implemented a range of strategies in service centres, resulting in the face-to-face wait time standard being met in the April–June quarter.