| **Table 1f**: Key performance indicator results - Services to the Community: Program 1.1 - Achievement of face-to-face, call and processing service level standards. | | | | |
| --- | --- | --- | --- | --- |
| **Key performance indicator** | **Actual 2011–12** | **Target 2012–13** | **Actual 2012–13** | **Target met 2012–13** |
| Face-to-face: Average wait time | NA | 15 minutes | 14 minutes 9 seconds | yes |
| Telephony: Average speed of answer: |  |  |  |  |
| –customers | NA | 16 minutes | 10 minutes 2 seconds | yes |
| –providers | NA | 30 seconds | 33 seconds4 | no |
| Processing: Percentage of claims processed within standard–customers | NA | ≥82% | 97% | yes |

4. The department changed its telephony infrastructure in May/June 2013 and some increases in call wait times were experienced. By the end of June, call wait times were back to an average of 30 seconds.