

WPQ 1916 table: Average wait time for callers to Work and Income's public phone lines from January 2023 to December 2025, broken down by phone line and month.

Month	Housing	Job Connect	Seniors	StudyLink	Work and Income	COVID Support	Total
January 2023	16:00	00:17	21:12	20:42	24:33	00:47	22:28
February 2023	14:20	00:25	14:51	18:32	25:25	01:01	21:56
March 2023	10:11	00:25	14:35	16:00	14:24	02:08	13:51
April 2023	10:12	00:19	15:11	12:03	13:40	02:25	13:10
May 2023	10:16	00:49	13:03	11:05	11:07	02:03	10:59
June 2023	10:48	00:33	12:43	12:00	11:15	02:17	11:06
July 2023	11:41	00:22	11:01	14:43	12:14	02:33	11:52
August 2023	11:16	00:19	10:57	10:50	11:19	03:30	10:56
September 2023	10:14	00:50	12:39	12:42	13:56		13:10
October 2023	09:44	02:26	11:34	12:30	11:31		11:13
November 2023	10:09	00:20	11:16	10:35	11:55		11:18
December 2023	08:30	00:21	09:32	07:14	10:47		10:02
2023 total	11:04	00:37	13:07	13:47	14:08	01:46	13:25
January 2024	08:32	00:15	09:53	09:16	10:38		10:02
February 2024	09:01	00:15	10:38	10:09	09:55		09:42
March 2024	07:55	00:11	09:32	08:02	07:36		07:41
April 2024	07:07	00:14	09:54	05:41	07:07		07:10
May 2024	07:02	00:17	08:39	08:41	06:48		06:55
June 2024	07:05	00:09	08:55	09:36	06:19		06:36
July 2024	07:36	00:25	10:10	09:10	07:44		07:53
August 2024	07:16	00:41	09:40	08:11	07:25		07:29
September 2024	05:33	00:32	08:58	06:55	06:09		06:17
October 2024	06:56	00:40	09:45	07:15	07:22		07:24
November 2024	06:36	00:54	09:50	07:23	07:52		07:47
December 2024	06:59	00:20	09:22	07:58	08:08		08:00

2024 total	07:19	00:25	09:36	08:22	07:41		07:43
January 2025	08:01	00:32	10:30	09:06	09:50		09:25
February 2025	09:31	00:15	10:41	10:57	09:57		09:46
March 2025	06:45	00:05	10:12	09:36	08:25		08:23
April 2025	06:37	00:06	10:02	07:44	07:42		07:39
May 2025	06:33	00:04	09:26	08:12	07:09		07:12
June 2025	06:35	00:04	08:43	07:53	06:24		06:33
July 2025	07:33	00:06	09:54	08:54	07:01		07:16
August 2025	06:58	00:04	09:42	08:10	06:49		07:00
September 2025	06:55	00:05	08:11	08:00	06:37		06:39
October 2025	07:46	00:06	08:43	08:00	07:20		07:17
November 2025	08:08	00:08	08:48	07:30	07:57		07:45
December 2025	07:51	00:07	10:04	08:16	07:55		07:55
2025 total	07:26	00:08	09:32	08:46	07:40		07:42