Everyone that I know whom hears the word 'Centrelink', just release a big sigh. It's not the public servants themselves but the supposed lack of them that needs to be reviewed. Waiting times to talk to a human are horrendous and the hours of operation are inadequate for the people who may be working the same hours to be able to contact anyone? You cannot do this for example, 'in your lunch break' as your break is over before you even get to talk to anyone.

 I would like to think that the government would be interested in lowering unemployment level, by employing more public servants to reduce the stress on everyone.