

Services Australia Telephony Report 2020–21 (data as at 30 April 2021)

	Successful ^a	Answered ^b	Terminated by customer ^c	ASA ^d (mm:ss)	Busy signal ^e	Congestion messages ^f
Centrelink (Social Security and Welfare)	34,719,174	15,705,472	1,465,463	5:07	706	375,141
Disabilities, Sickness and Carers ^g	1,965,482	1,246,032	90,015	5:17	49	34,511
Employment Services ^h	4,324,785	2,627,857	225,819	6:37	85	154,299
Families and Parenting ⁱ	4,267,589	3,044,182	239,512	6:07	137	129,217
Older Australians ^j	1,720,190	1,015,066	95,440	6:46	25	14,587
Youth and Students ^k	1,605,605	1,026,581	64,555	4:39	51	25,026
Participation ^l	0	125,531	29,745	9:10	0	4,228
Other ^m	20,835,523	6,620,223	720,377	3:46	359	13,273
– Income Management	3,705,247 ⁿ	52,567	1,156	0:19	2	-
– BasicsCard enquiry, BasicsCard balance enquiry		1,729,248	253,178	2:55		-
– Balance enquiry	1,756,265	-	-	-	0	-
Medicare Public^o	2,747,420	2,289,130	442,165	6:42	N/A^p	56,817
– Medicare	-	1,884,391	392,367	7:32	N/A	0
– Australian Immunisation Register	-	106,349	11,899	1:18	N/A	0
– Centrelink Aged Care	-	232,015	31,541	3:50	N/A	0
– Other	2,747,420	66,375	6,358	1:53	N/A	56,817
Medicare Provider	-	1,993,988	174,844	1:52	N/A	-
– Medicare Provider	-	638,314	69,642	2:50	N/A	-
– Medicare Provider Card Enquiries	-	31,454	6,141	1:54	N/A	-
– PBS Improved Monitoring Entitlements.	-	304,815	10,543	0:33	N/A	-
– PBS General	-	157,961	6,597	0:40	N/A	-
– Other	-	861,444	81,921	1:51	N/A	-
Medicare PBS Authorities & myHealth Providers	-	4,308,160	67,485	0:26	N/A	-
– PBS Authorities	-	4,308,160	67,485	0:26	N/A	-
Child support	N/A^q	1,325,007	74,870	2:54	N/A^r	N/A^s
– Mainstream	N/A	1,043,228	58,388	3:09	N/A	N/A
– New Customers	N/A	151,854	11,391	2:45	N/A	N/A
– Specialised Assessments	N/A	29,534	1,876	2:03	N/A	N/A
– Compliance	N/A	88,792	2,932	0:52	N/A	N/A
– Multicultural and Tailored Services	N/A	11,599	283	0:38	N/A	N/A

Definitions and notes on tables

- a. 'Successful calls' are calls that have reached the Agency. Successful calls include calls that are completed through self-service in the Integrated Voice Response (IVR), abandoned calls and answered calls.
- b. 'Answered calls' are calls answered by a Service Officer.
- c. 'Terminated by customer' calls are calls that have progressed through the IVR, entered a queue waiting to be answered and the call is ended, (hung up), before it is answered by a Service Officer. 'Terminated by customer calls' were formerly known as 'Abandoned calls'.
- d. 'Average Speed of Answer' (ASA) is the average time it takes for a call waiting in the queue to be answered. The speed of answer is measured from when a call leaves the IVR menu (i.e. joins the queue to be answered) to when it is answered by a Service Officer.
- e. 'Busy signals' are calls that receive a busy signal, (engaged tone), when customers attempt to contact the Agency. There have been 706 busy signals this FYTD as a result of infrastructure issues.
- f. 'Congestion messaging' is activated in periods of high demand and provide an alternative service option for customers when their call cannot be answered. The message encourages callers to conduct their business through self-service options rather than repeatedly calling.
- g. 'Disabilities, Sickness and Carers' includes calls associated with Carer Allowance, Care Payment, Disability Support Pension and Mobility Allowance.
- h. 'Employment Services' includes calls associated with JobSeeker Payment, Special Benefit, Assurance of Support, Crisis Payment and Employment Services Providers.
- i. 'Families and Parenting' includes calls associated with Child Care Subsidy, Dad and Partner Pay, Double Orphan Pension, Family Tax Benefit, Parental Leave Pay and Parenting Payment.
- j. 'Older Australians' includes calls associated with Age Pension, Commonwealth Seniors Health Card Bereavement assistance, Pensioner Concession Card and the Pension Loans Scheme.
- k. 'Youth and Students' includes calls associated with Austudy, Low Income Health Care Card, Pensioner Education Supplement and Youth Allowance.
- l. 'Participation' includes calls are associated with activity tested recipients who may not have met obligations. Primarily recipients are required to actively participate in approved activities. This line differs from the Employment Services line as its purpose is for compliance discussions with recipients.
- m. 'Other' includes several telephone lines including Australian Victim of Terrorism Overseas Payment, Income Management (including Basics Card), myGov, Emergency response, NDIA (National Disability Insurance Agency), APIS (Australian Passport Information Service) and International Services and Multilingual services. The 'Income Management', 'BasicsCard enquiry', 'BasicsCard balance enquiry' and 'Balance enquiry' lines are subsets of the 'Other' total.
- n. Income Management and BasicsCard share the same 1800 phone number which is why successful calls are counted for both call types. Calls can only be separated once the customer has made a selection in the IVR.
- o. There are no successful calls recorded for Medicare as they do not have a self service IVR, which means calls coming into the IVR are not captured, only calls to a phone queue are counted.
- p. Busy signals have never been used on Medicare phone lines.
- q. There are no successful calls recorded for Child Support as they do not have a self service IVR, which means calls coming in the IVR are not captured, only calls to a phone queue are counted.
- r. Congestion messaging and busy signals are not used on Child Support lines.