

Services Australia Telephony Report 2021-2022

	Handled Calls^a	Answered^b	Terminated by customer^c	ASA^d (mm:ss)	Busy Signal^e	Congestion messages^f
Centrelink (Social Security and Welfare)	55,280,199	21,988,841	4,727,203	14:14	-	5,598,286
Disabilities, Sickness and Carers ^g	3,098,772	1,286,627	264,235	20:59	-	681,441
Employment Services ^h	6,384,117	2,295,214	562,070	24:55	-	1,739,998
Families and Parenting ⁱ	6,949,473	2,794,662	644,399	24:45	-	2,227,865
Older Australians ^j	2,253,874	955,499	206,603	21:30	-	314,682
Youth and Students ^k	1,917,019	826,826	188,216	23:03	-	394,487
Participation ^l	-	114,112	41,936	17:39	-	462
Other ^m	34,676,944	13,715,901	2,819,744	8:36	-	239,351
- Emergency Management	6,401,307	3,562,688	621,609	11:23	-	68,346
- Income Management ⁿ	1,358,734	21,375	853	00:33	-	-
- BasicsCard enquiry, BasicsCard balance enquiry	-	609,950	173,652	07:55	-	-
- Balance enquiry	675,288	-	-	-	-	-
Health Customer	6,826,751	6,803,014	1,879,216	9:02	-	1,116,923
Medicare	2,233,368	2,209,631	767,979	13:55	-	1,116,923
Australian Immunisation Register	1,817,315	1,817,315	565,505	7:49	-	-
Medicare myGov	2,023,617	2,023,617	361,859	5:28	-	-
Centrelink Aged Care	284,987	284,987	101,228	12:29	-	-
Other	467,464	467,464	82,645	3:57	-	-
Health Provider	4,742,871	2,244,468	262,362	02:39	-	-
Medicare Provider	1,306,104	630,008	74,517	3:01	-	-
PBS General	184,523	184,523	14,664	1:26	-	-
PBS Improved Monitoring Entitlements.	301,252	301,252	21,746	1:18	-	-
Other	2,950,992	1,128,685	151,435	3:01	-	-
Health PBS Authorities	4,615,180	4,615,180	78,328	0:38	-	-
Child Support	1,500,434	1,500,434	97,432	3:33	-	-
Compliance	116,106	116,106	4,779	1:05	-	-
Mainstream	1,183,959	1,183,959	82,844	4:04	-	-
Multicultural and Tailored Services	15,128	15,128	416	0:38	-	-
New Customers	149,503	149,503	8,137	2:17	-	-
Specialised Assessments	35,738	35,738	1,256	1:08	-	-

Definitions and notes on tables

- a. 'Handled calls' are calls that have reached the Agency and include:
- Centrelink successful IVR calls, Health Customer - answered calls, calls handled in Health Customer IVR applications (Child Dental Benefits Scheme, Office Locator and from 10 July 2017 Tax Statement)
 - Health Provider - answered calls, calls handled in the Health Provider IVR application (Optometric and Concessional Entitlement Status Confirmation)
 - Health PBS - Answered calls
 - Child Support - 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. From 1 July 2020 busy signals are no longer used as a method to manage demand.
- f. 'Congestion Messaging' is only activated in periods of high demand and provides detail of the digital services available to customers. The message encourages callers to conduct their business through self-service options rather than repeatedly calling.
- * Congestion Messaging is not used on Child Support lines.
 - * Reporting on Congestion Messaging for Centrelink Aged Care (under Medicare Customer) commenced from 1 July 2021.
 - * Congestion Messaging is influenced by a number of factors, including annual peaks in demand - such as Students and Families peak periods, and policy changes made throughout the year. In 2022-23, there has also been an influx of emergency payment demand as the Agency supports people impacted by numerous weather related events and the sustained demand for COVID-19 payments
- g. 'Disabilities, Sickness and Carers' includes calls associated with Carer Allowance, Carer 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', 'Balance enquiry' and 'Emergency Management' lines are subsets of the 'Other' total.
- n. Income Management and BasicsCard share the same 1800 phone number which is why handled calls are counted for both call types. Calls can only be separated once the customer has made a selection in the IVR.

