Telephony Report 2016 – 17

	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal**
Centrelink (Social Security and Welfare)	**21,331,654**	**6,827,871**	**15:44**	**55,315,403**
Disabilities, Sickness and Carers	1,551,474	619,939	28:17	11,721,875
Employment Services	1,658,543	759,541	30:21	14,264,131
Families and Parenting	4,907,406	1,347,503	16:19	19,490,021
Older Australians	1,077,386	494,547	18:59	812,827
Youth and Students	1,059,119	435,271	31:15	8,957,407
Participation	723,813	461,780	36:00	-
Other	10,353,913	2,709,290	7:53	69,142
- Income Management (Income Management and BasicsCard enquiry, BasicsCard balance enquiry	2,406,511	849,825	8:30	1,877
Medicare (Health)*				
Customer	2,701,828	746,961	6:34	-
Provider	3,620,986	437,126	1:56	-
Pharmaceutical Benefits Scheme Authorities and My Health Providers	5,111,802	169,063	0:40	-
Child Support	**2,088,655**	**269,157**	**4:12**	**-**

Medicare (Health) * Not normally aggregated at the Programme Level for Average Speed of Answer.
NOTE: The 'Other' queue is made up of 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.
** Auto redialling is an ongoing issue for the Department. Many smartphone apps on Apple and Android platforms provide an automated redial capability. Repeat calls through usage of redial apps artificially inflate call demand, accounting for 20 per cent of busy signals. Last financial year, 3 million of 5.8 million unique callers did **not** receive a busy signal. Over half of our callers did not get a busy signal. 60 per cent of our customers that call and initially receive a busy signal have their call answered on the same day.

Online Compliance Intervention Line 2016 – 17

	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal
Compliance Single Entry Point 1800 086 400	**570,831**	**11,471**	**0:34**	**-**
- Online Compliance Intervention * Included in the 1800 086 400 totals	221,462	4,818	0:27	-