

Services Australia Telephony Report 2020–21 as at 30 June 2021

	Handled Calls ^a	Answered ^b	Terminated by customer ^c	ASA ^d (mm:ss)	Congestion messages ^e
Centrelink (Social Security and Welfare)	42,068,670	19,027,791	1,980,848	6:02	567,726
Disabilities, Sickness and Carers ^f		1,529,840	133,378	6:47	77,933
Employment Services ^g		3,147,505	308,384	7:41	197,038
Families and Parenting ^h		3,685,838	363,907	8:00	196,387
Older Australians ⁱ		1,236,110	133,995	8:05	30,274
Youth and Students ^j		1,200,253	93,499	6:07	38,856
Participation ^k		155,405	34,253	8:28	4,228
Other ^l		8,072,840	913,432	4:00	23,010
Income Management		60,346	1,385	0:20	
BasicsCard enquiry, BasicsCard balance enquiry		2,070,703	304,371	2:54	
Health Customer	2,966,930	2,924,602	575,746	6:50	106,141
Medicare		2,254,523	501,735	8:01	106,141
Australian Immunisation Register		188,773	21,610	2:36	
Medicare myGov		84,412	2,988	0:54	
Centrelink Aged Care		279,940	39,022	4:02	
Other		116,954	10,391	1:42	
Medicare Provider	5,124,479	2,375,132	213,177	1:57	
Health Provider		752,396	87,680	3:04	
Health Provider Card Enquiries		31,454	6,141	1:54	
PBS General		193,571	8,020	0:40	
PBS Improved Monitoring Entitlements.		363,296	13,607	0:35	
Other		1,034,415	97,729	1:51	
Health PBS Authorities	5,169,177	5,169,177	79,200	0:27	
Child Support^m	1,584,313	1,584,313	86,944	2:50	
Compliance		107,099	3,689	0:54	
Mainstream		1,246,081	67,592	3:04	
Multicultural and Tailored Services		14,291	337	0:38	
New Customers		181,132	13,174	2:44	
Specialised Assessments		35,710	2,152	2:00	

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. '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.
- f. 'Disabilities, Sickness and Carers' includes calls associated with Carer Allowance, Carer Payment, Disability Support Pension and Mobility Allowance.
- g. 'Employment Services' includes calls associated with JobSeeker Payment, Special Benefit, Assurance of Support, Crisis Payment and Employment Services Providers.
- h. '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.
- i. 'Older Australians' includes calls associated with Age Pension, Commonwealth Seniors Health Card Bereavement assistance, Pensioner Concession Card and the Pension Loans Scheme.
- j. 'Youth and Students' includes calls associated with Austudy, Low Income Health Care Card, Pensioner Education Supplement and Youth Allowance.
- k. 'Participation' includes calls are associated with activity tested recipients who may not have met obligations. Primarily recipients are required to participate in approved activities. This line differs from the Employment Services line as its purpose is for compliance discussions with recipients.
- l. '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.
- m. Congestion messaging is not used on Child Support lines.

Services Australia Telephony Report 2021-22 as at 24 October 2021

	Handled Calls ^a	Answered ^b	Terminated by customer ^c	ASA ^d (mm:ss)	Congestion messages ^e
Centrelink (Social Security and Welfare)	22,992,634	9,344,698	2,017,451	12:15	2,198,469
Disabilities, Sickness and Carers ^f		419,904	73,235	18:32	336,527
Employment Services ^g		834,986	198,550	24:50	819,340
Families and Parenting ^h		1,081,307	200,820	20:11	613,199
Older Australians ⁱ		321,816	60,158	18:27	121,034
Youth and Students ^j		262,751	53,451	20:23	199,457
Participation ^k		33,566	11,106	13:37	
Other ^l		6,390,368	1,420,131	8:12	108,912
Income Management		20,354	804	00:33	
BasicsCard enquiry, BasicsCard balance enquiry		576,406	166,120	08:04	
Health Customer	2,916,940	2,911,113	1,141,589	11:45	1,116,923
Medicare		801,722	440,268	20:37	1,116,923
Australian Immunisation Register		888,862	374,488	9:29	
Medicare myGov		958,236	233,095	7:05	
Centrelink Aged Care		92,470	40,578	14:15	
Other		169,823	53,160	6:44	
Health Provider	1,394,901	750,329	100,715	02:53	
Health Provider		209,846	29,704	3:49	
PBS General		71,779	4,491	0:57	
PBS Improved Monitoring Entitlements.		109,125	7,353	1:01	
Other		359,579	59,167	3:18	
Health PBS Authorities	1,515,220	1,515,220	37,502	0:46	
Child Support^m	523,375	523,375	38,112	3:58	
Compliance		36,965	1,659	1:09	
Mainstream		421,403	33,207	4:33	
Multicultural and Tailored Services		5,307	168	0:36	
New Customers		47,761	2,573	2:01	
Specialised Assessments		11,939	505	1:11	

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