Telephony Report 2018–19 (as at 31 January 2019)

Centrelink (Social Security and Welfare)	Successful	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal	Congestion Messages
Average Speed of Answer Target ≤ 16 minutes	**20,296,703**	**9,493,003**	**2,459,008**	**15:27**	**17,774,280**	**329,250**
Disabilities, Sickness and Carers *Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.*	1,267,992	646,765	174,970	24:42	4,753,220	-
Employment Services *Calls are associated with Newstart Allowance, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.*	2,078,524	1,059,813	275,798	19:49	56,895	329,250
Families and Parenting *Calls are associated with Child Care Benefit, Dad and Partner Pay, Double Orphan Pension, Family Tax Benefit, Parental Leave Pay and Parenting Payment.*	3,595,660	2,211,081	520,332	18:48	9,477,091	-
Older Australians *Calls are associated with Age Pension, Bereavement assistance, Commonwealth Seniors Health Card, Pensioner Concession Card, Widow B Pension and Wife Pension.*	970,393	454,248	189,232	25:27	793,948	-
Youth and Students *Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.*	759,042	416,096	123,014	26:13	1,881,607	-
Participation *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.*	-	206,407	47,592	12:47	-	-
Other	**11,625,092**	**4,498,593**	**1,128,070**	**9:35**	**811,519**	**-**
- Income Management *Calls are associated with Income Management enquiries.*	2,307,447	65,884	8,707	8:35	-	-
- BasicsCard enquiry, BasicsCard balance enquiry *Calls are associated with BasicsCard enquiries.*		1,149,040	250,264	5:35	-	-
- Balance enquiry *Calls are associated with BasicsCard enquiries and BasicsCard balance enquiries.*	664,071	-	-	-	-	-

Telephony Report 2019–20 (as at 31 January 2020)

Centrelink (Social Security and Welfare)	Successful	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal	Congestion Messages
Average Speed of Answer Target ≤ 16 minutes	**20,981,238**	**9,216,815**	**2,010,020**	**15:03**	**11,412,385**	**1,007,098**
Disabilities, Sickness and Carers *Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.*	1,253,737	674,520	193,908	26:47	2,964,931	-
Employment Services *Calls are associated with Newstart Allowance, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.*	2,760,347	1,063,525	256,985	22:36	46	1,007,098
Families and Parenting *Calls are associated with Child Care Benefit, Dad and Partner Pay, Double Orphan Pension, Family Tax Benefit, Parental Leave Pay and Parenting Payment.*	3,432,237	2,119,061	550,105	22:50	4,338,675	-
Older Australians *Calls are associated with Age Pension, Bereavement assistance, Commonwealth Seniors Health Card, Pensioner Concession Card, Widow B Pension and Wife Pension.*	833,605	420,909	145,239	23:59	1,172,391	-
Youth and Students *Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.*	851,871	488,190	110,961	21:37	1,654,722	-
Participation *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.*	-	173,151	53,368	19:44	-	-
Other	**11,849,441**	**4,277,459**	**699,454**	**5:39**	**1,281,620**	**-**
- Income Management *Calls are associated with Income Management enquiries.*	2,210,785	18,452	272	0:25	-	-
- BasicsCard enquiry, BasicsCard balance enquiry *Calls are associated with BasicsCard enquiries.*		1,161,878	179,508	3:41	-	-
- Balance enquiry *Calls are associated with BasicsCard enquiries and BasicsCard balance enquiries.*	867,789	-	-	-	-	-

At the start of the 2019–20 financial year wait times increased while we focussed on claims processing. Since the end of August 2019, wait times have trended down.

Telephony Report 2018–19

Centrelink (Social Security and Welfare)	Successful	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal	Congestion Messages
Average Speed of Answer Target ≤ 16 minutes	**34,765,324**	**16,232,667**	**4,161,914**	**15:32**	**26,449,018**	**1,001,103**
Disabilities, Sickness and Carers *Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.*	2,155,629	1,084,270	316,168	26:00	8,156,592	-
Employment Services *Calls are associated with Newstart Allowance, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.*	3,995,139	1,807,939	486,425	21:32	56,898	1,001,103
Families and Parenting *Calls are associated with Child Care Benefit, Dad and Partner Pay, Double Orphan Pension, Family Tax Benefit, Parental Leave Pay and Parenting Payment.*	6,048,495	3,756,202	948,206	20:14	11,959,995	-
Older Australians *Calls are associated with Age Pension, Bereavement assistance, Commonwealth Seniors Health Card, Pensioner Concession Card, Widow B Pension and Wife Pension.*	1,580,720	760,755	304,206	24:45	1,370,017	-
Youth and Students *Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.*	1,422,562	779,682	220,712	25:20	3,397,173	-
Participation *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.*	-	347,390	91,549	14:58	-	-
Other	**19,562,779**	**7,696,429**	**1,794,648**	**8:29**	**1,508,343**	**-**
- Income Management *Calls are associated with Income Management enquiries.*	3,856,174	82,861	9,518	7:07	-	-
- BasicsCard enquiry, BasicsCard balance enquiry *Calls are associated with BasicsCard enquiries.*		1,977,746	367,427	4:38	-	-
- Balance enquiry *Calls are associated with BasicsCard enquiries and BasicsCard balance enquiries.*	1,219,259	-	-	-	-	-

Successful calls are calls that have reached the Department. Successful calls include calls that completed self-service in the Integrated Voice Response (IVR) abandoned calls and answered calls

Answered calls are calls answered by a Service Officer

Abandoned 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

Average Speed of Answer 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 (ie joins the queue to be answered) to when it is answered by a Service Officer.

Busy Signals are calls that receive a busy signal, (engaged tone), when they attempt to contact the Department.

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), International Services and Multilingual services.*
- *Traditionally the number of handled or successful calls reported for Social Security and Welfare were based on traditional Centrelink programmes such as Older Australians or Employment Services. The Participation queues were previously considered to be a compliance function and hence were excluded as were Debt Recovery and other business integrity lines.*
- *The Employment Services busy signals occurred as a result of an error where the congestion message defaulted to a busy signal.*