

## Telephony Report 2017–18 (as at 31 March 2018)

	Successful	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal
<b>Centrelink (Social Security and Welfare)</b>	<b>23,379,420</b>	<b>14,050,281</b>	<b>4,027,024</b>	<b>15:56</b>	<b>36,360,094</b>
Disabilities, Sickness and Carers <i>Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.</i>	1,551,184	957,005	262,894	22:07	5,475,247
Employment Services <i>Calls are associated with Newstart Allowance, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.</i>	1,400,901	932,433	389,586	32:12	11,589,743
Families and Parenting <i>Calls are associated with Child Care Benefit, Dad and Partner Pay, Double Orphan Pension, Family Tax Benefit, Parental Leave Pay and Parenting Payment.</i>	3,573,213	2,612,681	813,908	21:12	12,902,727
Older Australians <i>Calls are associated with Age Pension, Bereavement assistance, Commonwealth Seniors Health Card, Pensioner Concession Card, Widow B Pension and Wife Pension.</i>	1,136,021	551,958	254,788	23:01	811,740
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	1,075,510	639,850	258,934	35:00	5,491,141
Participation <i>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.</i>	-	600,852	295,476	33:39	-
<b>Other</b>	<b>14,642,591</b>	<b>7,755,502</b>	<b>1,751,438</b>	<b>8:00</b>	<b>89,496</b>
- Income Management (Income Management and BasicsCard enquiry, BasicsCard balance enquiry) <i>Calls are associated with Income Management, BasicsCard enquiries and BasicsCard balance enquiry.</i>	3,659,581	1,934,221	335,099	3:24	-

### 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.

## Telephony Report 2016–17

	Successful	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal
<b>Centrelink (Social Security and Welfare)</b>	<b>35,059,555</b>	<b>21,331,638</b>	<b>6,827,866</b>	<b>15:44</b>	<b>55,315,403</b>
Disabilities, Sickness and Carers <i>Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.</i>	2,235,203	1,551,474	619,939	28:17	11,721,875
Employment Services <i>Calls are associated with Newstart Allowance, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.</i>	2,065,089	1,658,543	759,541	30:21	14,264,131
Families and Parenting <i>Calls are associated with Child Care Benefit, Dad and Partner Pay, Double Orphan Pension, Family Tax Benefit, Parental Leave Pay and Parenting Payment.</i>	5,929,710	4,907,406	1,347,503	16:19	19,490,021
Older Australians <i>Calls are associated with Age Pension, Bereavement assistance, Commonwealth Seniors Health Card, Pensioner Concession Card, Widow B Pension and Wife Pension.</i>	2,041,902	1,077,386	494,547	18:59	812,827
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	1,299,457	1,059,119	435,271	31:15	8,957,407
Participation <i>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.</i>	-	723,813	461,780	36:00	-
<b>Other</b>	<b>21,488,194</b>	<b>10,353,897</b>	<b>2,709,285</b>	<b>7:53</b>	<b>69,142</b>
- Income Management (Income Management and BasicsCard enquiry, BasicsCard balance enquiry) <i>Calls are associated with Income Management, BasicsCard enquiries and BasicsCard balance enquiry.</i>	5,795,616	2,406,511	849,825	8:30	-

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