

Telephony Report 2018–19 (as at 28 Feb 2019)

	Successful	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal
Centrelink (Social Security and Welfare)	23,308,393	10,869,900	2,836,409	15:32	18,725,615*
Disabilities, Sickness and Carers <i>Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.</i>	1,435,281	711,548	199,230	25:31	5,853,013
Employment Services <i>Calls are associated with Newstart Allowance, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.</i>	2,454,711	1,214,762	318,892	20:09	56,896
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>	4,121,357	2,543,665	610,134	19:00	9,718,490
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>	1,094,483	505,949	216,469	26:10	948,494
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	908,088	499,104	145,417	25:46	2,148,722
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>	-	238,396	58,699	13:46	-
Other	13,294,473	5,156,476	1,287,568	9:24	**
- Income Management <i>Calls are associated with Income Management enquiries.</i>	2,604,555	69,629	9,072	8:17	-
- BasicCard enquiry, BasicCard balance enquiry <i>Calls are associated with BasicCard enquiries and BasicCard balance enquiries.</i>	765,710	1,312,442	270,873	5:14	-

* Excludes other

** Data under investigation

Telephony Report 2017-18 (as at 28 Feb 2018)

	Successful	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal
Centrelink (Social Security and Welfare)	20,890,718	12,497,017	3,582,116	16:00	33,729,782
Disabilities, Sickness and Carers <i>Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.</i>	1,378,445	848,457	238,434	22:49	5,317,941
Employment Services <i>Calls are associated with Newstart Allowance, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.</i>	1,227,702	843,921	343,731	31:32	10,284,155
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>	3,180,744	2,308,028	747,799	22:08	12,668,090
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>	1,028,842	486,191	237,312	24:13	782,005
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	934,000	577,229	228,254	34:16	4,610,365
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>	-	534,654	244,819	31:04	-
Other	13,140,985	6,898,537	1,541,767	7:57	67,226
- Income Management <i>Calls are associated with Income Management enquiries.</i>	3,060,644	123,836	35,630	11:47	-
- BasicsCard enquiry, BasicsCard balance enquiry <i>Calls are associated with BasicsCard enquiries and BasicsCard balance enquiries.</i>	231,375	1,591,260	258,946	2:41	-