

## Telephony Report 2019–20 (as at 30 September 2019)

	Successful	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal	Congestion Messages
<b>Centrelink (Social Security and Welfare)</b>	<b>9,469,854</b>	<b>4,031,464</b>	<b>983,450</b>	<b>16:48</b>	<b>5,993,244</b>	<b>483,995</b>
Disabilities, Sickness and Carers <i>Calls are associated with Carer Allowance &amp; Payment, Disability Support Pension, Mobility Allowance and Sickness Allowance.</i>	538,985	282,538	82,480	28:21	1,643,824	0
Employment Services <i>Calls are associated with Jobseeker Payment, Newstart Allowance, Special Benefit and Employment Services Providers.</i>	1,226,012	444,208	114,657	24:42	46	483,995
Families and Parenting <i>Calls are associated with Child Care Subsidy, Dad and Partner Pay, Double Orphan Pension, Family Tax Benefit, Parental Leave Pay and Parenting Payment.</i>	1,663,940	1,004,801	275,170	24:48	2,520,128	0
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>	370,232	181,575	68,076	26:00	571,311	0
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	350,598	196,250	48,626	23:29	794,250	0
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>	0	80,503	28,140	23:09	0	0
<b>Other</b>	<b>5,320,087</b>	<b>1,841,589</b>	<b>366,301</b>	<b>6:53</b>	<b>463,685</b>	<b>0</b>
- Income Management <i>Calls are associated with Income Management enquiries.</i>	959,644	9,657	154	0:29	26	-
- BasicsCard enquiry, BasicsCard balance enquiry <i>Calls are associated with BasicsCard enquiries.</i>		502,062	84,952	4:18		-
- Balance enquiry <i>Calls are associated with BasicsCard enquiries and BasicsCard balance enquiries.</i>	371,481	-	-	-	10	-

## Telephony Report 2020–21 (as at 30 September 2020)

	Successful	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal	Congestion Messages
<b>Centrelink (Social Security and Welfare)</b>	<b>10,544,565</b>	<b>4,786,026</b>	<b>147,302</b>	<b>1:16</b>	<b>45</b>	<b>332</b>
Disabilities, Sickness and Carers <i>Calls are associated with Carer Allowance &amp; Payment, Disability Support Pension and Mobility Allowance.</i>	505,792	360,861	1,259	0:11	2	0
Employment Services <i>Calls are associated with JobSeeker Payment, Special Benefit and Employment Services Providers.</i>	1,104,256	773,348	11,742	0:47	6	132
Families and Parenting <i>Calls are associated with Child Care Subsidy, Dad and Partner Pay, Double Orphan Pension, Family Tax Benefit, Parental Leave Pay and Parenting Payment.</i>	1,200,470	998,253	16,994	1:06	6	179
Older Australians <i>Calls are associated with Age Pension, Bereavement assistance, Commonwealth Seniors Health Card and Pensioner Concession Card.</i>	467,370	305,526	10,706	2:15	2	20
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	402,495	283,422	931	0:07	2	0
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>	0	8,414	1,640	1:56	0	1
<b>Other</b>	<b>6,864,182</b>	<b>2,056,202</b>	<b>104,030</b>	<b>1:43</b>	<b>27</b>	<b>0</b>
- Income Management <i>Calls are associated with Income Management enquiries.</i>	994,838	30,520	365	0:13	1	-
- BasicsCard enquiry, BasicsCard balance enquiry <i>Calls are associated with BasicsCard enquiries.</i>		528,172	32,846	0:51		-
- Balance enquiry <i>Calls are associated with BasicsCard enquiries and BasicsCard balance enquiries.</i>	492,779	-	-	-	0	-

\*There have been 45 busy signals this FYTD as a result of infrastructure issues.

## Telephony Report 2019–20 Full Financial Year

	Successful	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal	Congestion Messages
<b>Centrelink (Social Security and Welfare)</b>	<b>46,564,858</b>	<b>17,386,929</b>	<b>4,076,369</b>	<b>0:14:11</b>	<b>26,823,484</b>	<b>3,811,251</b>
Disabilities, Sickness and Carers <i>Calls are associated with Carer Allowance &amp; Payment, Disability Support Pension, Mobility Allowance and Sickness Allowance.</i>	2,207,333	1,189,652	294,922	0:22:54	5,047,506	0
Employment Services <i>Calls are associated with Jobseeker Payment, Newstart Allowance, Special Benefit and Employment Services Providers.</i>	7,608,464	2,495,660	546,247	0:19:29	1,284,561	3,791,656
Families and Parenting <i>Calls are associated with Child Care Subsidy, Dad and Partner Pay, Double Orphan Pension, Family Tax Benefit, Parental Leave Pay and Parenting Payment.</i>	5,666,835	3,435,604	749,732	0:19:50	9,609,589	83
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>	1,561,602	784,430	221,320	0:20:17	2,963,468	19,100
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	1,883,544	978,344	179,549	0:18:44	4,992,760	15
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>	0	230,914	0	0:18:25	0	0
<b>Other</b>	<b>27,637,080</b>	<b>8,272,325</b>	<b>2,084,599</b>	<b>0:07:44</b>	<b>2,925,600</b>	<b>397</b>
- Income Management <i>Calls are associated with Income Management enquiries.</i>	4,021,874	50,595	698	0:00:29	189	-
- BasicsCard enquiry, BasicsCard balance enquiry <i>Calls are associated with BasicsCard enquiries.</i>		1,886,283	467,305	0:06:29		-
- Balance enquiry <i>Calls are associated with BasicsCard enquiries and BasicsCard balance enquiries.</i>	1,759,486	-	-	-	1,075	-

- 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.*

## Health Telephony Performance

Telephony Performance: Medicare Public							
Measure	Target (mm:ss)	2019–20	JUL 2020	AUG 2020	SEP 2020	OCT 2020	2020–21 as at 30 September 2020
Calls Answered	-	2,314,931	252,243	227,088	225,684		705,015
Calls Abandoned	-	505,806	34,579	37,350	43,382		115,311
Congested Calls	-	555,577	19,610	6,049	8,267		33,926
Average Speed Of Answer	≤7:00	6:58	4:55	5:27	6:41		5:39

Telephony Performance: Medicare Provider							
	Target (mm:ss)	2019–20	JUL 2020	AUG 2020	SEP 2020	OCT 2020	2020–21 as at 30 September 2020
Calls Answered	-	2,561,462	211,421	198,956	210,693		622,024
Calls Abandoned	-	221,262	17,816	20,747	15,396		54,019
Average Speed Of Answer	≤2:00	1:59	1:55	2:02	1:38		1:51

<b>Telephony Performance: Medicare PBS Authorities</b>							
	<b>Target (mm:ss)</b>	<b>2019–20</b>	<b>JUL 2020</b>	<b>AUG 2020</b>	<b>SEP 2020</b>	<b>OCT 2020</b>	<b>2020–21 as at 30 September 2020</b>
Calls Answered	-	5,394,090	440,006	420,229	429,408		1,288,689
Calls Abandoned	-	114,967	7,605	6,344	6,610		20,499
Average Speed Of Answer	≤00:30	0:34	0:28	0:26	0:20		0:25

Note: From 1 July 2020 My Health Record is now aligned to the Medicare (Providers) line. Previously it was aligned to the PBS Authorities line

### Child Support Telephony Report

<b>Telephony Performance: Child Support</b>							
	<b>Target (mm:ss)</b>	<b>2019–20</b>	<b>JUL 2020</b>	<b>AUG 2020</b>	<b>SEP 2020</b>	<b>OCT 2020</b>	<b>2020–21 as at 30 September 2020</b>
Calls Answered	-	1,591,961	158,355	138,756	140,419		437,510
Average Speed Of Answer	≤03:00	13:55	3:09	3:59	3:05		3:24