

Services Australia Telephony Report FYTD as at 31 March 2023

	Handled Calls^a	Answered^b	Terminated by customer^c	ASA^d (mm:ss)	Busy Signals^e	Congestion messages^f
Centrelink (Social Security and Welfare)	32,310,937	10,534,086	3,037,188	20:22	-	6,997,300
Disabilities, Sickness and Carers ^g	2,366,056	754,694	231,392	28:23	-	817,550
Employment Services ^h	4,136,324	1,103,849	339,468	29:29	-	1,818,866
Families and Parenting ⁱ	6,109,017	1,677,827	514,757	31:24	-	3,429,127
Older Australians ^j	1,901,829	625,020	193,553	28:11	-	457,138
Youth and Students ^k	1,210,723	393,651	108,452	27:16	-	453,765
Other ^l	16,586,988	5,979,045	1,649,566	13:17	-	20,854
- Participation ^m	-	56,901	14,608	14:22	-	-
- Emergency Management	957,261	454,493	92,287	11:34	-	-
- Income Management ⁿ		66,798	6,398	5:06	-	-
- BasicsCard enquiry, BasicsCard balance enquiry	2,875,100	1,174,025	500,808	13:29	-	-
- Balance enquiry	1,517,035	-	-	-	-	-
Health Customer	2,111,791	2,094,607	629,951	11:43	-	4,067
Medicare	1,353,083	1,335,899	473,222	14:13	-	-
Australian Immunisation Register	172,822	172,822	42,017	7:35	-	-
Medicare myGov	197,204	197,204	30,310	4:46	-	-
Centrelink Aged Care	236,785	236,785	73,287	12:45	-	4,045
Other	151,897	151,897	11,115	1:50	-	22
Health Provider	3,369,865	1,456,180	140,609	2:27	-	-
Medicare Provider	984,048	443,366	55,560	3:28	-	-
PBS General	126,190	126,190	10,237	1:47	-	-
PBS Improved Monitoring Entitlements.	199,381	199,381	11,565	1:22	-	-
Other	2,060,246	687,243	63,247	2:14	-	-
Health PBS Authorities	3,256,699	3,256,699	50,651	0:39	-	-
Child Support^e	1,104,518	1,104,518	118,944	6:19	-	-
Compliance	85,704	85,704	3,242	1:20	-	-
Mainstream	864,642	864,642	104,093	7:20	-	-
Multicultural and Tailored Services	27,789	27,789	2,009	1:10	-	-
New Customers	100,919	100,919	8,799	4:31	-	-
Specialised Assessments	25,464	25,464	801	1:34	-	-

Definitions and notes on tables

- a. 'Handled calls' are calls that have reached the Agency and include:
- Centrelink and Payments and Integrity 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. From 1 July 2020 busy signals are no longer used as a method to manage demand.
- f. 'Congestion Messaging' is only activated in periods of high demand and provides detail of the digital services available to customers. The message encourages callers to conduct their business through self-service options rather than repeatedly calling. Congestion Messaging is not used on Child Support lines.
- * Congestion Messaging is influenced by a number of factors, including annual peaks in demand - such as Students and Families peak periods, and policy changes made throughout the year. In 2022-23, there has also been an influx of emergency payment demand as the Agency supports people impacted by numerous weather related events and the sustained demand for COVID-19 payments
- g. 'Disabilities, Sickness and Carers' includes calls associated with Carer Allowance, Care Payment, Disability Support Pension and Mobility Allowance.
- h. 'Employment Services' includes calls associated with JobSeeker Payment, Special Benefit, Assurance of Support, Crisis Payment and Employment Services Providers.
- i. '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.
- j. 'Older Australians' includes calls associated with Age Pension, Commonwealth Seniors Health Card Bereavement assistance, Pensioner Concession Card and the Pension Loans Scheme.
- k. 'Youth and Students' includes calls associated with Austudy, Low Income Health Care Card, Pensioner Education Supplement and Youth Allowance.
- l. 'Other' includes several telephone lines including Payments and Integrity, 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. 'Participation' includes 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.
- n. Income Management and BasicsCard share the same 1800 phone number which is why handled calls are counted for both call types. Calls can only be separated once the customer has made a selection in the IVR.