

Telephony Report 2018–19 (as at 31 Aug 2018)

	Successful	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal
Centrelink (Social Security and Welfare)	6,626,249	3,021,768	804,652	15:38	8,870,132¹
Disabilities, Sickness and Carers <i>Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.</i>	377,713	220,383	50,759	21:13	1,151,084
Employment Services <i>Calls are associated with Newstart Allowance, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.</i>	640,760	300,779	77,670	20:33	154,745*
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>	1,241,622	704,573	138,123	17:16	6,189,549
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>	289,812	146,659	50,206	20:53	183,585
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	193,376	96,999	35,824	35:58	1,047,337
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>	-	65,684	9,201	6:50	-
Other	3,882,966	1,486,691	442,869	11:36	298,577
Income Management <i>Calls are associated with Income Management enquiries.</i>	742,855	31,791	5,319	11:40	-
BasicsCard enquiry, BasicsCard balance enquiry <i>Calls are associated with BasicsCard enquiries.</i>		347,402	92,546	7:12	-
Balance enquiry <i>Calls are associated with BasicsCard enquiries and BasicsCard balance enquiries.</i>	159,586	-	-	-	-

* Busy signals not applied on Employment Services line. Figure reported is congested messages.

¹ Note: There are 46 busy signals included in this total that occurred as a result of an error where the congestion message defaulted to a busy signal on the Employment Services telephony queue.

Telephony Report 2019–20 (as at 31 Aug 2019)

	Successful	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal
Centrelink (Social Security and Welfare)	6,673,411	2,813,341	717,667	17:16	4,727,880
Disabilities, Sickness and Carers <i>Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.</i>	368,087	186,338	53,321	29:02	1,402,717
Employment Services <i>Calls are associated with Newstart Allowance, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.</i>	820,934	310,076	81,694	24:51	297,598*
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>	1,180,526	715,222	192,194	24:53	1,864,125
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>	251,873	122,526	46,764	26:46	446,751
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	248,619	138,617	34,121	23:25	618,357
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>	-	53,724	19,593	23:41	-
Other	3,803,372	1,286,838	289,980	7:39	395,884
Income Management <i>Calls are associated with Income Management enquiries.</i>	676,057	6,714	111	0:32	-
BasicsCard enquiry, BasicsCard balance enquiry <i>Calls are associated with BasicsCard enquiries.</i>		348,011	67,864	5:08	-
Balance enquiry <i>Calls are associated with BasicsCard enquiries and BasicsCard balance enquiries.</i>	258,790	-	-	-	-

* Busy signals not applied on Employment Services line. Figure reported is congested messages.

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

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

* Busy signals not applied on Employment Services line. Figure reported is congested messages.

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.