

Services Australia Telephony Report FYTD as at 30 June 2023

	Handled Calls ^a	Answered		Terminated by customer ^d	ASA ^e (mm:ss)	Congestion messages ^f
		Self-Managed ^b	By Service Officer ^c			
Centrelink (Social Security and Welfare - SSW)	41,432,186	15,417,901	12,911,012	4,059,443	22:58	9,043,830
Disabilities, Sickness and Carers ^g	3,235,778	731,035	922,019	326,345	32:22	1,256,379
Employment Services ^h	5,491,097	1,119,934	1,454,030	518,537	34:08	2,398,596
Families and Parenting ⁱ	7,749,244	651,465	2,198,177	740,930	34:37	4,158,672
Older Australians ^j	2,521,939	842,732	791,021	283,374	31:52	604,812
Youth and Students ^k	1,563,783	316,715	492,931	152,769	30:15	601,368
Other ^l	20,870,345	11,756,020	7,052,834	2,037,488	14:17	24,003
- Participation ^m			82,576	27,002	19:31	
- Emergency Management	977,491	419,374	464,137	93,980	11:29	
- Income Management ⁿ			86,050	13,190	8:24	
- BasicsCard enquiry, BasicsCard balance enquiry	3,709,302	1,568,298	1,553,947	587,057	11:51	
- Balance enquiry	1,969,843	1,969,843				
Payments and Integrity (separated from SSW)	882,428	180,982	665,834	35,612	1:53	
Health Customer	2,767,183	22,372	2,744,811	814,381	11:45	18,921
Medicare	1,859,484	22,372	1,837,112	616,957	13:40	
Australian Immunisation Register	201,940		201,940	49,401	7:31	
Medicare myGov	224,662		224,662	35,657	4:51	
Centrelink Aged Care	315,816		315,816	99,944	13:24	18,874
Other	165,281		165,281	12,422	1:51	47
Health Provider	4,365,976	2,465,279	1,900,697	184,478	2:32	
Medicare Provider	3,027,058	2,465,279	561,779	72,639	3:42	
PBS General	164,330		164,330	12,124	1:37	
PBS Improved Monitoring Entitlements.	262,190		262,190	13,653	1:13	
Other	912,398		912,398	86,062	2:23	
Health PBS Authorities	4,312,837	N/A	4,312,837	70,715	0:41	
Child Support	1,438,532	N/A	1,438,532	164,806	6:41	
Compliance	112,476		112,476	4,300	1:21	
Mainstream	1,121,880		1,121,880	144,222	7:46	
Multicultural and Tailored Services	38,833		38,833	2,692	1:06	
New Customers	132,776		132,776	12,439	4:58	
Specialised Assessments	32,567		32,567	1,153	1:43	

Definitions and notes on tables

- a. 'Handled calls' are calls that have reached the Agency and include:
- Centrelink successful IVR calls
 - 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. 'Self -Managed' are calls that are finalised in the IVR and include:
- Centrelink (SSW) - calculated as 'Handled Calls' - sum('Answered', 'Terminated by Customers' and 'Congested messages'). These are calls completed in the IVR and not required to be answered by a Customer Service Officer. These are calls handled in a number of IVR applications (Reporting Employment Income, Advance Payments, Urgent Payments, Document Requests, BasicsCard Balance Enquiry, Payment Information, Debt)
 - Health Customer - calculated as 'Handled Calls' - 'Answered'. These are calls handled in the Customer IVR application (Child Dental Benefits Scheme, Office Locator and from 10 July 2017 Tax Statement)
 - Health Provider - calculated as 'Handled Calls' - 'Answered'. These are calls handled in the Health Provider IVR application (Optometric and Concessional Entitlement Status Confirmation)
 - Health PBS - 'Not Applicable'
 - Child Support - 'Not Applicable' - There is a Child Support Information Service, however this data is not currently reported.
- c. 'Answered calls' are calls answered by a Service Officer.
- d. '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'.
- e. '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.
- f. 'Congestion Messaging' is activated in periods of high demand and provide an alternative service option for customers when their call cannot be answered. 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, Carer 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 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 and Payments and Integrity. The 'Participation', 'Emergency Management', '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.