

Services Australia Telephony Report FYTD as at 31 August 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)	7,999,850	2,563,356	1,815,032	807,861	32:12	2,813,601
Disabilities, Sickness and Carers ^g	755,378	118,015	81,356	44,785	48:34	511,222
Employment Services ^h	1,154,223	142,327	140,121	82,662	53:26	789,113
Families and Parenting ⁱ	1,819,314	91,065	321,764	169,592	53:26	1,236,893
Older Australians ^j	426,370	154,540	109,095	57,614	43:03	105,121
Youth and Students ^k	310,443	58,321	56,998	28,379	46:48	166,745
Other ^l	3,534,122	1,999,088	1,105,698	424,829	20:18	4,507
- Participation ^m			18,325	9,547	35:10	
- Emergency Management	7,187	4,105	2,682	400	5:24	
- Income Management ⁿ			12,309	6,022	32:13	
- BasicsCard enquiry, BasicsCard balance enquiry	618,156	253,777	262,600	101,779	12:00	
- Balance enquiry	330,105	330,105				
Payments and Integrity (separated from SSW)	180,351	45,562	124,240	10,549	3:23	
Health Customer	399,953	4,022	395,931	217,313	23:16	93,283
Medicare	323,407	4,022	319,385	187,878	24:57	
Australian Immunisation Register	10,682		10,682	3,399	8:34	
Medicare myGov						
Centrelink Aged Care	51,652		51,652	23,588	21:18	27,994
Other	14,212		14,212	2,448	3:48	65,289
Health Provider	692,869	384,510	308,359	37,492	3:09	
Medicare Provider	472,207	384,510	87,697	9,928	2:57	
PBS General	28,475		28,475	2,153	1:31	
PBS Improved Monitoring Entitlements.	46,258		46,258	2,563	1:03	
Other	145,929		145,929	22,848	4:15	
Health PBS Authorities	704,690	N/A	704,690	19,568	1:07	
Child Support	270,727	N/A	270,727	41,424	8:31	
Compliance	20,046		20,046	694	1:12	
Mainstream	215,351		215,351	36,702	9:43	
Multicultural and Tailored Services	8,680		8,680	445	0:54	
New Customers	21,564		21,564	3,353	8:01	
Specialised Assessments	5,086		5,086	230	2:02	

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.