

## **Select Committee on COVID-19**

### **INQUIRY INTO THE AUSTRALIAN GOVERNMENT'S RESPONSE TO THE COVID-19 PANDEMIC**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Telephony Report - Month by Month

**Question reference number:** IQ20-000080

**Member:** Rachel Siewert

**Type of question:** Written

**Date set by the committee for the return of answer:** 12 May 2020

**Number of pages:** 7

**Question:**

In regards to QON IQ20-000035, please provide the telephony report broken down on a month by month basis for the past six months.

**Answer:**

The tables below provide the monthly telephony report details for the period December 2019 to 31 May 2020.

Successful Calls	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	FYTD at 31 May 2020
<b>Centrelink (Social Security and Welfare)</b>	<b>2,714,057</b>	<b>3,135,613</b>	<b>2,736,230</b>	<b>5,769,873</b>	<b>7,804,960</b>	<b>4,604,589</b>	<b>41,896,890</b>
Disabilities, Sickness and Carers <i>Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.</i>	176,619	179,037	164,569	239,648	229,118	163,061	2,050,133
Employment Services <i>Calls are associated with Newstart Allowance, JobSeeker Payment, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.</i>	332,197	445,730	386,985	1,578,691	1,741,732	804,998	7,272,753
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>	376,077	466,201	426,901	559,091	525,288	365,551	5,309,068
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>	104,227	123,372	120,820	149,162	169,625	146,284	1,419,496
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	111,281	144,601	145,698	263,794	276,013	188,407	1,725,783
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>	-	-	-	-	-	-	-
<b>Other</b>	<b>1,613,656</b>	<b>1,776,672</b>	<b>1,491,257</b>	<b>2,979,487</b>	<b>4,863,184</b>	<b>2,936,288</b>	<b>24,119,657</b>
• <b>Income Management</b> <i>Calls are associated with Income Management enquiries.</i>							
• <b>BasicsCard enquiry, BasicsCard balance enquiry</b> <i>Calls are associated with BasicsCard enquiries.</i>	332,161	338,822	301,186	468,149	445,591	307,565	2,980,120
• <b>Balance enquiry</b> <i>Calls are associated with BasicsCard enquiries and BasicsCard balance enquiries.</i>	128,836	132,742	121,644	193,303	275,694	155,917	1,182,736

NOTE:

- Successful calls are calls that have reached the Agency. Successful calls include calls that completed self-service in the Integrated Voice Response (IVR), abandoned calls and answered calls. Traditionally the number of 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.
- 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, APIS (Australian Passport Information Service), International Services and Multilingual services.

Answered Calls	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	FYTD as at 31 May 2020
<b>Centrelink (Social Security and Welfare)</b>	<b>1,191,640</b>	<b>1,348,404</b>	<b>1,289,830</b>	<b>1,422,744</b>	<b>1,932,624</b>	<b>1,779,329</b>	<b>15,641,342</b>
Disabilities, Sickness and Carers <i>Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.</i>	91,916	90,274	100,504	113,335	83,182	97,529	1,069,070
Employment Services <i>Calls are associated with Newstart Allowance, JobSeeker Payment, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.</i>	151,972	136,693	112,165	193,739	493,035	330,639	2,193,103
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>	232,905	273,311	268,718	259,325	186,293	283,688	3,117,085
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>	53,549	61,140	62,621	75,204	58,084	64,062	680,880
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	66,245	81,909	86,390	90,090	76,663	113,135	854,468
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>	23,228	11,650	25,128	20,552	5,770	3,259	227,860
<b>Other</b>	<b>571,825</b>	<b>693,427</b>	<b>634,304</b>	<b>670,499</b>	<b>1,029,597</b>	<b>887,017</b>	<b>7,498,876</b>
• <b>Income Management</b> <i>Calls are associated with Income Management enquiries.</i>	1,787	1,882	2,966	2,376	2,925	13,014	23,794
• <b>BasicsCard enquiry, BasicsCard balance enquiry</b> <i>Calls are associated with BasicsCard enquiries.</i>	177,047	159,114	142,852	131,749	134,749	161,595	1,436,479

NOTE:

- Answered calls are calls answered by a Service Officer
- 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, APIS (Australian Passport Information Service), International Services and Multilingual services.

Abandoned Calls	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	FYTD as at 31 May 2020
<b>Centrelink (Social Security and Welfare)</b>	<b>226,298</b>	<b>312,734</b>	<b>293,302</b>	<b>845,836</b>	<b>676,367</b>	<b>187,373</b>	<b>4,012,898</b>
Disabilities, Sickness and Carers <i>Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.</i>	27,859	25,088	25,812	30,822	19,898	20,325	290,765
Employment Services <i>Calls are associated with Newstart Allowance, JobSeeker Payment, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.</i>	34,128	30,324	26,725	62,707	148,027	56,862	551,306
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>	59,037	69,273	73,127	67,483	39,096	16,365	746,176
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>	16,093	21,376	20,341	20,064	15,640	18,263	219,547
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	14,331	16,417	18,096	19,438	14,960	12,838	176,293
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>	5,156	3,273	6,692	5,867	2,017	1,039	68,983
<b>Other</b>	<b>69,694</b>	<b>146,983</b>	<b>122,509</b>	<b>639,455</b>	<b>436,729</b>	<b>61,681</b>	<b>1,959,828</b>
• Income Management <i>Calls are associated with Income Management enquiries.</i>	20	28	51	59	99	180	382
• BasicsCard enquiry, BasicsCard balance enquiry <i>Calls are associated with BasicsCard enquiries.</i>	24,388	42,606	34,592	136,399	88,196	13,210	350,499

NOTE:

- 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
- 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, APIS (Australian Passport Information Service), International Services and Multilingual services.

Average Speed of Answer h:mm:ss	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	FYTD as at 31 May 2020
<b>Centrelink (Social Security and Welfare)</b>	<b>0:13:23</b>	<b>0:14:42</b>	<b>0:14:36</b>	<b>0:24:04</b>	<b>0:18:51</b>	<b>0:07:41</b>	<b>0:15:28</b>
Disabilities, Sickness and Carers <i>Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.</i>	0:26:50	0:27:47	0:22:19	0:24:00	0:25:03	0:16:32	0:25:00
Employment Services <i>Calls are associated with Newstart Allowance, JobSeeker Payment, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.</i>	0:20:34	0:21:08	0:22:56	0:26:27	0:21:20	0:15:57	0:21:41
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>	0:21:53	0:23:28	0:24:06	0:25:16	0:24:39	0:05:23	0:21:40
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>	0:21:02	0:25:28	0:21:43	0:17:36	0:23:35	0:23:44	0:23:01
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	0:20:57	0:19:34	0:20:59	0:23:33	0:25:56	0:11:47	0:20:50
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>	0:12:27	0:11:13	0:15:43	0:15:29	0:13:34	0:09:22	0:18:37
<b>Other</b>	<b>0:04:18</b>	<b>0:06:48</b>	<b>0:06:17</b>	<b>0:23:59</b>	<b>0:15:20</b>	<b>0:02:39</b>	<b>0:08:19</b>
• Income Management <i>Calls are associated with Income Management enquiries.</i>	0:00:15	0:00:32	0:00:22	0:00:55	0:00:44	0:00:16	0:04:04
• BasicsCard enquiry, BasicsCard balance enquiry <i>Calls are associated with BasicsCard enquiries.</i>	0:03:04	0:06:40	0:06:09	0:19:36	0:19:29	0:01:10	0:06:06

NOTE:

- 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.
- 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, APIS (Australian Passport Information Service), International Services and Multilingual services.

Busy Signals	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	FYTD as at 31 May 2020
<b>Centrelink (Social Security and Welfare)</b>	<b>1,077,337</b>	<b>2,785,662</b>	<b>1,549,259</b>	<b>6,337,707</b>	<b>6,286,262</b>	<b>1,116,011</b>	<b>26,701,624</b>
Disabilities, Sickness and Carers <i>Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.</i>	252,690	685,957	184,820	600,463	1,172,371	101,955	5,024,540
Employment Services <i>Calls are associated with Newstart Allowance, JobSeeker Payment, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.</i>	-	-	-	843,576	401,913	39,026	1,284,561
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>	432,740	1,020,924	657,256	2,434,394	1,920,883	258,338	9,609,546
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>	92,748	299,248	105,529	288,341	1,037,624	359,583	2,963,468
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	154,139	366,742	309,876	1,505,105	1,214,050	271,062	4,954,815
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>	-	-	-	-	-	-	-
<b>Other</b>	<b>145,020</b>	<b>412,791</b>	<b>291,778</b>	<b>665,828</b>	<b>539,421</b>	<b>86,047</b>	<b>2,864,694</b>
• Income Management <i>Calls are associated with Income Management enquiries.</i>	1	137	-	22	-	-	188
• BasicsCard enquiry, BasicsCard balance enquiry <i>Calls are associated with BasicsCard enquiries.</i>	-	119	95	524	132	83	748

NOTE:

- Busy Signals are calls that receive a busy signal, (engaged tone), when they attempt to contact the Agency.
- 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, APIS (Australian Passport Information Service), International Services and Multilingual services.

Congested Messages	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	FYTD as at 31 May 2020
<b>Centrelink (Social Security and Welfare)</b>	<b>84,653</b>	<b>211,695</b>	<b>198,067</b>	<b>1,822,975</b>	<b>1,539,437</b>	<b>523,344</b>	<b>5,090,921</b>
Disabilities, Sickness and Carers <i>Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.</i>	-	-	-	-	-	-	-
Employment Services <i>Calls are associated with Newstart Allowance, JobSeeker Payment, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.</i>	84,653	211,695	198,067	1,822,975	1,539,437	504,848	5,072,425
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>	-	-	-	-	-	-	-
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>	-	-	-	-	-	18,496	18,496
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	-	-	-	-	-	-	-
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>	-	-	-	-	-	-	-
<b>Other</b>	-	-	-	-	-	-	-
• <b>Income Management</b> <i>Calls are associated with Income Management enquiries.</i>	-	-	-	-	-	-	-
• <b>BasicsCard enquiry, BasicsCard balance enquiry</b> <i>Calls are associated with BasicsCard enquiries.</i>	-	-	-	-	-	-	-

NOTE:

- Congestion messages are activated in periods of high demand and provide an alternative service option for customers when their call cannot be answered.
- 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, APIS (Australian Passport Information Service), International Services and Multilingual services.

## **Senate Select Committee on COVID-19**

### **INQUIRY INTO THE AUSTRALIAN GOVERNMENT'S RESPONSE TO THE COVID-19 PANDEMIC**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Vulnerability Indicator - Customer Records

**Question reference number:** IQ20-000081

**Member:** Rachel Siewert

**Type of question:** Written

**Date set by the committee for the return of answer:** 12 June 2020

**Number of pages:** 2

#### **Question:**

Please provide details about how Services Australia staff are alerted to the presence of a Vulnerability Indicator when they access a customer's record?

#### **Answer:**

There are different alert methods for staff, depending upon the way they access the customer record:

1. When a customer accesses a Service Centre, the service officer logging the enquiry is provided with basic customer information and alerts. One of these alerts is a 'VULN' button, indicating the presence of a Vulnerability Indicator(s). Clicking on the button will display details of the Vulnerability. This view is also displayed to the service officer who undertakes the enquiry.
2. When a customer accesses service via phone, the service officer taking the enquiry is provided with basic customer information and alerts. One of these alerts is the presence of a 'Display on Access' (DOA) document.

A DOA document is a file notation that displays whenever a staff member accesses a customer's record.

A DOA document is automatically recorded when an Employment Services Assessment or Job Capacity Assessment is completed. This document shows the outcome of the assessment, including whether any Vulnerability Indicators were recorded as a result of the assessment.

As over 90 per cent of Vulnerability Indicators are recorded as a result of one of these assessments, the staff member is immediately alerted to the presence of the indicator in most cases.

Having been alerted to the presence of a Vulnerability Indicator, the service officer can navigate to view the full details.

3. Staff who access a customer record independent of an enquiry e.g. file review, will be also presented with the DOA document. This will alert them to the presence of a Vulnerability Indicator.

Where a DOA document is not recorded against a customer, service officers are required to navigate to the relevant screen within the system to view the full details of all recorded Vulnerability Indicators.

## **Senate Select Committee on COVID-19**

### **INQUIRY INTO THE AUSTRALIAN GOVERNMENT'S RESPONSE TO THE COVID-19 PANDEMIC**

#### **ANSWER TO QUESTION ON NOTICE**

##### **Services Australia**

**Topic:** Vulnerability Indicator - Pop-up Screen

**Question reference number:** IQ20-000082

**Member:** Rachel Siewert

**Type of question:** Written.

**Date set by the committee for the return of answer:** 12 June 2020

**Number of pages:** 1

#### **Question:**

Are staff presented with a pop-up screen advising of a Vulnerability Indicator when they access a record?

#### **Answer:**

The staff view of the customer record is dependent upon the way the customer accesses a service.

In a Service Centre, service officers are provided with basic customer information and alerts. One of these alerts is a 'VULN' button, indicating the presence of a Vulnerability Indicator(s). Clicking on the button will display details of the Vulnerability.

In a Smart Centre, the service officer taking the enquiry is also provided with basic customer information and alerts. One of these alerts is the presence of a 'Display on Access' (DOA) document. Over 90 per cent of recorded Vulnerability Indicators have a DOA document.

Staff who access a customer record independent of an enquiry e.g. file review, will be presented with the DOA document. This will alert them to the presence of a Vulnerability Indicator.

Whether via a face-to-face services, or via phone, staff are immediately alerted to the existence of a Vulnerability Indicator in most cases. Where a DOA is not recorded for a customer, a service officer is required to navigate to the relevant screen in the system to view Vulnerability Indicators recorded.

**Senate Select Committee on COVID-19**

**INQUIRY INTO THE AUSTRALIAN GOVERNMENT'S  
RESPONSE TO THE COVID-19 PANDEMIC**

**ANSWER TO QUESTION ON NOTICE**

**Services Australia**

**Topic:** Vulnerability Indicator - Pop-up screen setup

**Question reference number:** IQ20-000083

**Member:** Rachel Siewert

**Type of question:** Written

**Date set by the committee for the return of answer:** 12 June 2020

**Number of pages:** 1

**Question:**

If yes to (3), are staff required to manually set-up a pop-up screen advising of a Vulnerability Indicator, or this set-up automatically when the Vulnerability Indicator is logged in the system for an individual?

**Answer:**

The existence of a Vulnerability Indicator is made available to staff automatically.