

## Senate Community Affairs Legislation Committee

### BUDGET ESTIMATES – 1 JUNE 2017 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** Centrelink Abandoned Calls

**Question reference number:** HS 43

**Senator:** Siewert

**Type of question:** Written

**Date set by the committee for the return of answer:** 21 July 2017

**Number of pages:** 1

#### **Question:**

How many calls to Centrelink were abandoned in the financial year to date? Please provide total number and for each call line.

#### **Answer:**

Social Security and Welfare (SSW) Abandoned Calls by Main Business Lines for the period 1 July 2016 to 18 June 2017 are in the following table:

<b>SSW Main Business Lines</b>	<b>Abandoned Calls</b>
Disabilities, Sickness and Carers	603,034
Employment Services	738,782
Families and Parenting	1,304,351
Older Australians	477,259
Youth and Students	419,149
Other	3,108,209
<b>SSW Summary</b>	<b>6,650,784</b>

Note: 'Other' consists of the following telephone lines: Australian Victim of Terrorism Overseas Payment, Income Management (including BasicsCard), myGov, Emergency response, National Disability Insurance Agency, Australian Passport Information Service, International Services and Multilingual services.

While the Department does not have definitive data to understand why callers choose to hang up whilst waiting in the queue, around a third of callers in 2015–16 abandoned their call in less than two minutes. This may be due to callers getting the information they need through messaging in the Integrated Voice Recognition system and not requiring any further assistance.