

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 20 OCTOBER 2016 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Telephony - Performance Information and KPIs

Question reference number: 34 (HS 35)

Senator: Watt

Type of question: Written

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Question:

What are the KPIs and actual performance for;

- a) average call handling times?
- b) abandoned calls?
- c) IVR drop outs and calls not answered?

Answer:

- a) The department does not have a KPI for Social Security and Welfare average call handling times. In 2016–17 (as at 28 October 2016) the average handling time for Social Security and Welfare calls was 7 minutes and 16 seconds.
- b) The department does not have a KPI for abandoned calls. In 2016–17 (as at 28 October 2016) approximately 2.1 million Social Security and Welfare calls that entered the queue were abandoned prior to being answered by a service officer. There are many reasons why a customer may choose to abandon a call, including because the enquiry is resolved by the information provided automatically by the telephony system.
- c) The department does not have a KPI for IVR drop outs and calls not answered. In 2016–17 (as at 30 September 2016) there were approximately 2.6 million calls, where the customer ended the call in the IVR. It is noted that the IVR is intended to address a large number of customer queries and calls may be ended in the IVR because the enquiry has been resolved.