Senate Finance and Public Administration Standing Committee
ANSWERS TO QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – 24 FEBRUARY 2009

Human Services Portfolio

Department/Agency: Centrelink
Outcome/Output Group: Outcome 1/Output 1.1
Topic: Network, Centrelink Call

Senator: Scullion
Question reference number: HS8
Type of question: Hansard F&PA 122, 24 February 2009
Date set by the committee for the return of answer: 9 April 2009

Question:

HS8:   Senator SCULLION—For completeness, could you take on notice a request to table some data about the number of calls to each payment line, the average wait time, the time taken to answer the query, the total call time and if the customer inquiries are answered in one call or take multiple times to answer the customer's inquiry?

Answer:

Centrelink Service	Calls answered[1] 2007-08	Average Speed of Answer (secs)[2] 2007-08	Average Handle Time (secs)[3] 2007-08
* National	26,442,412	106	512
Disability, Sickness and Carers, 13 27 17	2,728,844	134	454
Employment Services, 13 28 50	2,626,135	118	589
Family Assistance Office, 13 61 50	6,987,803	114	574
Retirement Services, 13 23 00	2,472,141	132	441
Youth and Student Services, 13 24 90	2,260,936	87	491

The table provides Centrelink Call telephony data for the main business queues for the 2007-08 financial year.

* The sum of the queues reported above will not equal the National total as the National total includes smaller boutique queues.

When calling Centrelink, 88 per cent of customers advised that they achieved what they needed in that call, with 63 per cent of customers advising this was their only call. This data is from the 2007-08 annual Centrelink Call Customer Satisfaction survey.

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[1] Calls Answered - Number of calls answered by a Customer Service Adviser (CSA)

[2] Average Speed of Answer (ASA) – The average time a customer waits, after leaving the IVR, before being answered by a CSA

[3] Average Handle Time (AHT) – The average time a CSA spends handling an individual call, including talking to a customer and completing after call work