

Telephony Report 2017–18 (as at 31 Jan 2018)

	Successful	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal
Centrelink (Social Security and Welfare)	18,312,468	10,988,938	3,142,692	16:01	31,272,592
Disabilities, Sickness and Carers <i>Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.</i>	1,198,728	742,732	215,078	23:40	5,167,955
Employment Services <i>Calls are associated with Newstart Allowance, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.</i>	1,040,377	748,379	302,043	31:10	9,245,971
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>	2,747,593	2,009,889	673,371	22:51	12,252,092
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>	914,792	424,167	218,989	25:25	743,579
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	775,475	506,179	198,784	33:52	3,815,158
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>	-	468,908	206,468	29:41	-
Other	11,635,503	6,088,684	1,327,959	7:47	47,837
- Income Management <i>Calls are associated with Income Management enquiries.</i>	2,748,578	110,698	27,188	9:52	-
- BasicsCard enquiry, BasicsCard balance enquiry <i>Calls are associated with BasicsCard enquiries and BasicsCard balance enquiries.</i>	204,885	1,404,642	238,690	2:50	-

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Telephony Report 2018–19 (as at 31 Jan 2019)

	Successful	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal
Centrelink (Social Security and Welfare)	20,296,703	9,493,003	2,459,008	15:27	17,774,280
Disabilities, Sickness and Carers <i>Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.</i>	1,267,992	646,765	174,970	24:42	4,753,220
Employment Services <i>Calls are associated with Newstart Allowance, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.</i>	2,078,524	1,059,813	275,798	19:49	56,895
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>	3,595,660	2,211,081	520,332	18:48	9,477,091
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>	970,393	454,248	189,232	25:27	793,948
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	759,042	416,096	123,014	26:13	1,881,607
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>	-	206,407	47,592	12:47	-
Other	11,625,092	4,498,593	1,128,070	9:35	811,519*
- Income Management <i>Calls are associated with Income Management enquiries.</i>	2,307,447	65,884	8,707	8:35	-
- BasicsCard enquiry, BasicsCard balance enquiry <i>Calls are associated with BasicsCard enquiries and BasicsCard balance enquiries.</i>	664,071	1,149,040	250,264	5:35	-

* To be confirmed. Under investigation.