

Services Australia Telephony Report FYTD as at 31 March 2023 & 31 March 2024

			Answered									
	Handled Calls		Self-Managed		By Service Officer		Terminated by customer		ASA (mm:ss)		Congestion messages	
	31-Mar-23	31-Mar-24	31-Mar-23	31-Mar-24	31-Mar-23	31-Mar-24	31-Mar-23	31-Mar-24	31-Mar-23	31-Mar-24	31-Mar-23	31-Mar-24
Centrelink (Social Security and Welfare - SSW)	31,873,109	33,288,257	11,841,043	11,600,348	10,020,792	7,214,734	3,013,974	3,205,127	21:19	31:55	6,997,300	11,268,048
Disabilities, Sickness and Carers ^g	2,366,056	3,021,711	562,420	548,698	754,694	318,331	231,392	165,521	28:23	47:49	817,550	1,989,161
Employment Services ^h	4,136,324	4,706,598	874,141	748,532	1,103,849	539,146	339,468	288,626	29:29	49:21	1,818,866	3,130,294
Families and Parenting ⁱ	6,109,017	6,591,894	487,306	513,588	1,677,827	1,109,381	514,757	542,844	31:24	51:59	3,429,127	4,426,081
Older Australians ^j	1,901,829	1,949,590	626,118	668,672	625,020	381,900	193,553	226,887	28:11	47:16	457,138	672,131
Youth and Students ^k	1,210,723	1,566,422	254,855	268,842	393,651	215,287	108,452	98,329	27:16	45:38	453,765	983,964
Other ^l	16,149,160	15,452,042	9,036,203	8,852,016	5,465,751	4,650,689	1,626,352	1,882,920	14:23	22:08	20,854	66,417
- Participation ^m					56,901	69,479	14,608	41,034	14:22	41:29		131
- Emergency Management	957,261	100,105	410,481	44,674	454,493	50,222	92,287	5,209	11:34	4:21		
- Income Management ⁿ					66,798	52,446	6,398	19,306	5:06	24:40		
- BasicsCard enquiry, BasicsCard balance enq	2,875,100	2,493,816	1,200,267	1,093,797	1,174,025	979,818	500,808	420,201	13:29	16:38		
- Balance enquiry	1,517,035	1,401,877	1,517,035	1,401,877								
Payments and Integrity (separated from SSW)	686,091	628,952	146,433	113,009	516,394	462,693	23,264	53,250	1:34	4:51		
Health Customer	2,111,791	1,516,901	17,184	17,195	2,094,607	1,499,706	629,951	773,546	11:43	23:26	4,067	1,126,086
Medicare	1,353,083	1,206,244	17,184	17,195	1,335,899	1,189,049	473,222	657,975	14:13	25:02	22	648,759
Australian Immunisation Register	172,822	44,571	0	0	172,822	44,571	42,017	19,361	7:35	13:08		
Medicare myGov	197,204		0		197,204		30,310		4:46			
Centrelink Aged Care	236,785	177,971	0	0	236,785	177,971	73,287	78,519	12:45	24:09	4,045	477,327
Other	151,897	88,115	0	0	151,897	88,115	11,115	17,691	1:50	5:36		
Health Provider	3,369,865	2,927,082	1,913,685	1,660,494	1,456,180	1,266,588	140,609	223,249	2:27	5:03		
Medicare Provider	2,357,051	2,021,862	1,913,685	1,660,494	443,366	361,368	55,560	42,865	3:28	3:18		
PBS General	126,190	128,974	0	0	126,190	128,974	10,237	14,029	1:47	2:26		
PBS Improved Monitoring Entitlements.	199,381	189,567	0	0	199,381	189,567	11,565	15,098	1:22	1:35		
Other	687,243	586,679	0	0	687,243	586,679	63,247	151,257	2:14	7:50		
Health PBS Authorities	3,256,699	2,903,774	N/A	N/A	3,256,699	2,903,774	50,651	130,604	0:39	1:36		
Child Support	1,104,518	1,008,405	N/A	N/A	1,104,518	1,008,405	118,944	161,604	6:19	10:05		
Compliance	85,704	82,459			85,704	82,459	3,242	4,475	1:20	1:52		
Mainstream	864,642	786,443			864,642	786,443	104,093	137,819	7:20	11:29		
Multicultural and Tailored Services	27,789	36,614			27,789	36,614	2,009	2,889	1:10	1:22		
New Customers	100,919	83,212			100,919	83,212	8,799	15,101	4:31	10:25		
Specialised Assessments	25,464	19,677			25,464	19,677	801	1,320	1:34	3:21		