

Telephony Report 2017–18 (as at 30 Sep 2017)

	Successful	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal
Centrelink (Social Security and Welfare)	7,824,107	4,923,938	1,390,077	16:00	18,240,979
Disabilities, Sickness and Carers <i>Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.</i>	438,296	320,043	100,435	26:51	3,676,189
Employment Services <i>Calls are associated with Newstart Allowance, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.</i>	383,143	341,511	126,925	29:16	3,884,598
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>	1,107,841	907,386	316,437	23:29	8,775,919
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>	427,445	197,944	120,216	27:47	464,522
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	295,486	223,253	87,389	32:54	1,433,103
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>	-	196,803	79,556	26:19	-
Other	5,170,996	2,736,998	559,119	7:37	
- Income Management (Income Management and BasicsCard enquiry, BasicsCard balance enquiry) <i>Calls are associated with Income Management, BasicsCard enquiries and BasicsCard balance enquiry.</i>	1,365,091	636,045	129,330	3:50	-

Successful calls are calls that have reached the Department. Successful calls include calls that completed self-service in the Integrated Voice Response (IVR) abandoned calls and answered calls

Answered calls are calls answered by a Service Officer

Abandoned calls are calls that have progressed through the IVR, entered a queue waiting to be answered and the call is ended, (hung up), before it is answered by a Service Officer

Average Speed of Answer is the average time it takes for a call waiting in the queue to be answered. The speed of answer is measured from when a call leaves the IVR menu (ie joins the queue to be answered) to when it is answered by a Service Officer.

Busy Signals are calls that receive a busy signal, (engaged tone), when they attempt to contact the Department.

NOTE:

- The 'Other' queue is made up of several telephone lines including: Australian Victim of Terrorism Overseas Payment, Income Management (including Basics Card), myGov, Emergency response, NDIA (National Disability Insurance Agency), APIS (Australian Passport Information Service), International Services and Multilingual services.
- Traditionally the number of handled or successful calls reported for Social Security and Welfare were based on traditional Centrelink programmes such as Older Australians or Employment Services. The Participation queues were previously considered to be a compliance function and hence were excluded as were Debt Recovery and other business integrity lines.

Telephony Report 2018–19 (as at 30 Sep 2018)

	Successful	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal
Centrelink (Social Security and Welfare)	9,091,417	4,230,934	1,094,884	15:12	10,986,832
Disabilities, Sickness and Carers <i>Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.</i>	536,259	313,187	72,973	20:57	1,536,407
Employment Services <i>Calls are associated with Newstart Allowance, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.</i>	888,914	441,704	112,490	19:42	-
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>	1,675,296	970,437	198,433	17:38	7,635,152
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>	423,686	210,201	76,460	21:45	276,355
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	277,266	142,713	50,461	32:33	1,185,087
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>	-	92,736	15,644	8:32	-
Other	5,992,542	2,059,956	568,423	10:39	353,831
- Income Management (Income Management and BasicsCard enquiry, BasicsCard balance enquiry) <i>Calls are associated with Income Management, BasicsCard enquiries and BasicsCard balance enquiry.</i>	1,279,840	537,725	131,005	6:43	-

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- In 2018–19, the Department has been trialling a congestion message system on the Employment queue. As a result of the congestion message trial there are no busy signals recorded for the Employment Services main business line. This system enables customers to utilise the Interactive Voice Response (IVR) self-service feature to do activities such as, report employment income, check payments and request documents.

Telephony Report 2017–18

	Successful	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal
Centrelink (Social Security and Welfare)	32,316,252	18,589,790	5,313,954	15:58	47,950,425
Disabilities, Sickness and Carers <i>Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.</i>	2,137,815	1,299,700	345,279	21:32	6,598,557
Employment Services <i>Calls are associated with Newstart Allowance, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.</i>	2,062,421	1,164,632	511,880	34:08	15,895,174
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>	5,234,625	3,644,638	1,037,091	19:28	16,460,902
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>	1,528,018	775,800	307,331	20:15	919,588
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	1,461,498	783,363	341,447	37:43	7,781,803
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>	-	797,574	396,218	35:43	-
Other	19,891,875	10,104,083	2,374,708	8:18	294,401
- Income Management (Income Management and BasicsCard enquiry, BasicsCard balance enquiry) - <i>Calls are associated with Income Management, BasicsCard enquiries and BasicsCard balance enquiry.</i>	5,022,919	2,512,308	448,926	3:29	-

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