

**Senate Select Committee on COVID-19**

**INQUIRY INTO THE AUSTRALIAN GOVERNMENT'S  
RESPONSE TO THE COVID-19 PANDEMIC**

**PUBLIC HEARING 30 April 2020**

**ANSWER TO QUESTION ON NOTICE**

**Services Australia**

**Topic:** Call Wait Times

**Question reference number:** IQ20-000035

**Member:** Rachel Siewert

**Type of question:** Written

**Date set by the committee for the return of answer:** 8 May 2020

**Number of pages:** 2

**Question:**

What are the average call waiting times for each of the telephone lines?

**Answer:**

The table below provides the detail on telephony for the main Social Security and Welfare business lines for the period 1 July 2019 to 27 April 2020. The average speed of answer for the financial year to date is 16 minutes and 36 seconds.

## Telephony Report 1 July 2019 – 27 April 2020

	Successful	Answered	Abandoned	Average Speed of Answer (mm:ss)	Busy Signal	Congestion Messages
<b>Centrelink (Social Security and Welfare)</b>	<b>36,328,230</b>	<b>13,548,357</b>	<b>3,784,866</b>	<b>16:36</b>	<b>24,942,109</b>	<b>4,366,973</b>
<b>Disabilities, Sickness and Carers</b> <i>Calls are associated with Disability Support Pension, Mobility Allowance and Sickness Allowance.</i>	1,861,390	959,120	267,172	25:51	4,832,192	-
<b>Employment Services</b> <i>Calls are associated with Newstart Allowance, Exceptional Circumstances Relief Help, Special Benefit and Employment Services Providers.</i>	6,242,596	1,781,465	476,476	22:49	1,202,633	4,366,973
<b>Families and Parenting</b> <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>	4,884,370	2,813,495	725,636	23:19	9,139,165	-
<b>Older Australians</b> <i>Calls are associated with Age Pension, Bereavement assistance, Commonwealth Seniors Health Card, Pensioner Concession Card, Widow B Pension and Wife Pension.</i>	1,253,671	608,606	199,060	22:55	2,471,930	-
<b>Youth and Students</b> <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education, Supplement and Youth Allowance.</i>	1,504,963	730,509	161,608	22:14	4,553,638	-
<b>Participation</b> <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>	-	224,017	67,635	18:44	-	-
<b>Other</b>	20,581,240	6,431,145	1,887,279	9:16	2,742,551	0
<ul style="list-style-type: none"> <li><b>Income Management</b> <i>Calls are associated with Income Management enquiries.</i></li> </ul>	3,374,380	25,490	463	0:30	-	-
<ul style="list-style-type: none"> <li><b>BasicsCard enquiry, BasicsCard balance enquiry</b> <i>Calls are associated with BasicsCard enquiries.</i></li> </ul>		1,544,014	436,666	6:41	-	-
<ul style="list-style-type: none"> <li><b>Balance enquiry</b> <i>Calls are associated with BasicsCard enquiries and BasicsCard balance enquiries.</i></li> </ul>	1,430,358	-	-	-	-	-

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.

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, APIS (Australian Passport Information Service), International Services and Multilingual services.

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**ANSWER TO QUESTION ON NOTICE**

**Services Australia**

**Topic:** myGov

**Question reference number:** IQ20-000039

**Member:** Rachel Siewert

**Type of question:** Written

**Date set by the committee for the return of answer:** 8 May 2020

**Number of pages:** 1

**Question:**

Have the capacity issues with the MyGov system been resolved? If so how?

**Answer:**

As part of Services Australia's response to the COVID-19 crisis, myGov capacity was scaled to support anticipated demand. Following the unprecedented call on myGov's and Centrelink's services after decisions of the National Cabinet were announced on Sunday, 22 March 2020, myGov capacity was further scaled to support up to 300,000 concurrent users.