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 Terminations

Question reference number: IQ20-000036

Member: Rachel Siewert
Type of question: Written
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Question:

How many people have hung up and how many people have been hung up on?

Answer:

An 'abandoned call' is when the customer terminates a call while waiting in the queue to be answered. For the period 16 March 2020 to 27 April 2020, there were 1,360,095 abandoned calls on Social Security and Welfare telephone lines.

For the period 16 March 2020 to 27 April 2020, there were 3,051,769 congestion messages on the Employment Services line. Using congestion messages in the Employment Services line enables customers to access Services Australia's Interactive Voice Response (IVR) service, including self-service options and targeting messaging, even when we do not have a service officer available to take their call.

Refer to IQ20-000035 for further detail on Social Security and Welfare telephony data.