

At a glance

In 2021-22:

- 50% of calls were answered within 4 minutes (target 80%)
- To address this we have:
 - increased the Advice team FTE and we run more frequent recruitment exercises to better maintain staffing levels
 - engaged a business analyst to work with the team to review systems and identify opportunities to increase automation and streamline processes to create efficiencies.

1 July – 30 September 2022

- For 2022-2023 Quarter 1 results improved.
- Compared to last quarter, calls answered in four minutes increased to 93% (an increase of 38%), wait times decreased to 46 seconds (a decrease of 406 seconds) and written enquiries responded within seven days increased to 87% (an improvement of 39%).

Service Standards and Demand Management

- **Between July 2021 and 30 June 2022** we responded to 20,449 phone calls and 13,165 written enquiries.
- In 2021-22 50% of calls were answered within 4 minutes (target 80%)
- Small contact centres with significant peaks and troughs in demand do present some demand management challenges. Matters that have impacted service standards include:
 - an increase in charities - there are around 6,000 more charities on the register than there were when the ACNC was established
 - increased complexity in customer queries with the introduction of new laws in recent years such as the External Conduct Standards and Governance Standard 6; red tape reduction work introducing the collection of reporting information for state governments; changes to reporting requirements including charity programs, size, thresholds, key management personnel
 - through our system upgrade in 2018 we moved from a single shared login for a charity to individual customer logins which improved security, but also significantly increased demand

Topic: Advice Inquiries

- IT and telephony technical issues in a more complex operating environment
 - maintaining adequate staffing levels in a job market with low unemployment
 - and COVID.
- We have taken steps to improve performance including:
 - increasing the Advice team FTE and running more frequent recruitment exercises to better maintain staffing levels
 - engaging a business analyst to work with the team to review systems and identify opportunities to increase automation and streamline processes to create efficiencies.
 - deploying all Advice staff to answer written enquiries and process paper forms in the mornings and answer phones in the afternoon which has shown to result in more calls being answered. Once key efficiency improvements are implemented we will review our opening hours again
 - reviewing and improving guidance and systems by analysing customer enquiries and user needs
 - using behavioural insights techniques to encourage charities to lodge AIS early to avoid service delays
 - increasing server resources to reduce the likelihood of system slowness due to the significant increase in customer demand on the Charity Portal and help line during peak periods
- **From 1 July to 30 September 2022** we responded to 5003 phone calls and 2456 written enquiries
 - 93 % of phone calls were answered within four minutes (same quarter last year this was 55 %)
 - Average wait time was 46 seconds (same quarter last year this was 452 seconds)
 - 87 % of written enquiries were responded to within seven business days of receiving all information (same time last year this was 48%)
- All Advice Services staff continue to respond to written enquiries in the morning and phone calls between 1-5pm Monday-Friday (rather than splitting staff between the two tasks across a full day). This means that all states can access the same service window (previously WA could access a 5-hour service window, with all other states being able to access an 8-hour window due to time differences)
- ACNC will continue with the current service model for the time being. We will closely monitor performance levels and complaints, adjusting the service model if/when the measures indicate that will provide customers with better outcomes than the current model.

Senate Estimates November 2022

Topic: Advice Inquiries



Table 1: customer wait times (seconds)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Ave
2019-20	204	1089	676	297	338	129	177	201	329	0	51	180	333 sec 5.2 min
2020-21	184	138	148	142	75	97	480	173	426	202	288	338	224 sec 5.6 min
2021-22	270	414	671	697	578	1115	1,349	347	414	116	310	110	533 sec 8.9 min