

	Average Wait Time	
	Connected to Adviser	Initiator Hung Up
17 September 2018 to 8 July 2019	10 mins 22 secs	4 mins 34 secs
9 July 2019 to 8 July 2020	12 mins 30 secs	6 mins 33 secs
9 July 2020 to 8 July 2021	12 mins 33 secs	6 mins 50 secs
9 July 2021 to 8 July 2022	21 mins 46 secs	13 mins 27 secs
9 July 2022 to 8 July 2023	16 mins 14 secs	8 mins 49 secs
9 July 2023 to 8 July 2024	23 mins 7 secs	10 mins 45 secs
9 July 2024 to 9 July 2025	19 mins 42 secs	8 mins 24 secs

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	17/9/18 to 08/07/19	09/07/19 to 08/07/20	09/07/20 to 08/07/21	09/07/21 to 08/07/22	09/07/22 to 08/07/23	09/07/23 to 08/07/24	09/07/24 to 09/07/25	TOTAL
3. Level 1 ASA	0:10:22	0:12:30	0:12:33	0:21:46	0:16:14	0:23:07	0:19:42	0:16:13
6. Call Backs	3,714	16,779	7,018	863	4,107	2,785	2,583	37,849

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Volume of Calls Not Actioned Due to Timing Out

17 September 2018 to 8 July 2019	95,566 calls
9 July 2019 to 8 July 2020	107,202 calls
9 July 2020 to 8 July 2021	87,259 calls
9 July 2021 to 8 July 2022	122,138 calls
9 July 2022 to 8 July 2023	95,620 calls
9 July 2023 to 8 July 2024	124,294 calls
9 July 2024 to 9 July 2025	102,772 calls

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