



131 881 calls answered for financial years 2014-2017

The below information has been prepared in response to the Freedom of Information request 'for financial years 2014-2017, the number of phone calls received by the Department of Immigration and Border Protection on the Department's 131 881 contact number, broken down into calls regarding visiting Australia, family and partner visas, student visas, skilled visas and Citizenship.'

Financial Year	Citizenship	Student*	Family and Partner*	Skilled	Visitor	Other**	Total calls to 131 881
2014/15	360,697	68,842	223,899	28,621	183,492	227,603	1,093,154***
2015/16	431,503	77,904	158,597	32,985	200,894	347,028	1,248,911
2016/17	449,806	120,584	151,247	18,134	141,652	325,364	1,206,787

*In February 2017, a simplification of the 131 881 IVR menu was implemented. The implication for the above data is that 'student' and 'work' became combined, and 'refugee' was combined with 'family and partner'.

**Other consists of 'living', 'protection', 'status resolution', 'trade' and 'general'.

***Excludes Citizenship information line.