

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2016-2017 Additional Estimates Hearings

Outcome Number: 2.1 Families and Communities

Question No: SQ17-000011

Topic: 1800RESPECT

Hansard page: Written

Senator Jenny McAllister asked:

Is MHS required under the terms of its contract to forward information about all complaints regarding 1800 Respect line to DSS? If they are, how many complaints have been received from MHS in total in relation to 1800 Respect line (please specify by total per month, per complaint type from August 2016 to February 2017)?

Answer:

Medibank Health Solutions (MHS) provides 1800RESPECT complaint data to the Department of Social Services (the Department) in a formal quarterly report. MHS will provide January and February 2017 complaint data to the Department in the next quarterly report due in April 2017.

From 1 July 2016 to 30 September 2016, MHS reported 12 complaints about 1800RESPECT.

From 1 October 2016 to 31 December 2016, along with a significant increase in calls being answered, MHS reported 32 complaints about 1800RESPECT. Following assessment through MHS' complaints process during this period, six of these complaints were found to be substantiated. During this time MHS handled 18,934 contacts, making the complaints only 0.17 per cent of total MHS contacts. Of these complaints:

- 18 were about first response counsellors;
- six were about trauma specialist counsellors (provided by Rape and Domestic Violence Services Australia);
- three were about technical issues; and
- six were about broader government policy and other issues unrelated to MHS (one complaint covered two categories).