

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: SQ17-000015

Topic: 1800RESPECT

Hansard page: Written

Senator Jenny McAllister asked:

Under the contract with MHS is it permissible for a MHS triage worker to respond to more than one inquiry simultaneously, for example, while responding to on-line clients?

Answer:

Medibank Health Solutions (MHS) has advised that it is not permissible for its qualified and experienced first response counsellors to respond to more than one inquiry simultaneously. MHS staff must end one contact before commencing the next contact.