

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: SQ17-000026

Topic: 1800RESPECT

Hansard page: Written

Senator Jenny McAllister asked:

What are the KPIs contained within the DSS contract with MHS for the 1800 respect line?

Answer:

The current contract between the Department of Social Services (the Department) and Medibank Health Solutions (MHS) stipulates that MHS must meet the following service level requirements:

- provide telephone and online counselling services to 70,000 contacts per year (should there be such a demand);
- the first response triage function will at minimum, answer 80 per cent of calls within 20 seconds with less than 5 per cent of calls abandoning after 20 seconds; and
- ensure all contacts are answered by qualified counsellors, social workers or equivalent.