Ref No: SQ15-000860

OUTCOME: 11 – Ageing and Aged Care

Topic: Gateway

Type of Question: Written Question on Notice

Senator: Polley, Helen

Question

a) Please provide details of call centre waiting times from highest to lowest, week by week, from 1 July 2015 - 31 October 2015, including shortest and longest.
b) Please include the number of calls that dropped out. How long were they on-hold before dropping out?
c) Please outline the numbers of calls received during the same time frame? Please include the general nature of the call (e.g., residential aged care enquiry, home care package, CHSP, means test, ACAT, complaint etc.)
d) How many of these calls resulted in referrals to providers?

Answer:

Following changes on 1 July 2015, My Aged Care is now the Gateway to the aged care system. These changes included a central registration point to develop a client record, a process to refer a client for an assessment of their care needs and then a subsequent referral to service.

In the first three months of implementation, the My Aged Care contact centre experienced higher levels of demand than anticipated. The impact of the higher demand was longer wait times and processing delays. This situation has been resolved with increased staffing at the Contact Centre and a focus on quality improvements is now ongoing.

The My Aged Care customer satisfaction survey outlined that overall satisfaction with the contact centre remained high (96 per cent satisfied) from July to September 2015.

a) 'Waiting time' corresponds with the definition of minimum industry standards 'speed of answer' times during operating hours.

Week Ending	Maximum Waiting Time Before Call Answered (Minutes)	Average Waiting Time Before Call Answered (Minutes)	Shortest Waiting Time Before Call Answered
Sunday, 5 July 2015	81.45	4.07	<1s

Week Ending	Maximum Waiting Time Before Call Answered (Minutes)	Average Waiting Time Before Call Answered (Minutes)	Shortest Waiting Time Before Call Answered
Sunday, 12 July 2015	90.78	9.83	<1s
Sunday, 19 July 2015	75.40	7.30	<1s
Sunday, 26 July 2015	82.50	8.67	<1s
Sunday, 2 August 2015	30.23	7.33	<1s
Sunday, 9 August 2015	62.78	9.25	<1s
Sunday, 16 August 2015	44.55	9.38	<1s
Sunday, 23 August 2015	43.83	11.95	<1s
Sunday, 30 August 2015	37.62	7.13	<1s
Sunday, 6 September 2015	21.97	3.72	<1s
Sunday, 13 September 2015	24.73	4.35	<1s
Sunday, 20 September 2015	30.85	3.57	<1s
Sunday, 27 September 2015	36.58	2.27	<1s
Sunday, 4 October 2015	36.42	1.95	<1s
Sunday, 11 October 2015	18.35	1.27	<1s
Sunday, 18 October 2015	14.03	0.87	<1s
Sunday, 25 October 2015	17.72	1.07	<1s
Sunday, 1 November 2015	17.53	0.67	<1s

Source: This data is supplied by HealthDirect Australia (HDA).

- 'Waiting time' is the elapsed time between when a call arrives on contact centre telephony system (which may be seconds after call was placed) and the time the call is answered by an agent.
- Note: Telephony data supplied by HDA contains minimum waiting time before call answered times of less than one second for calls answered by the My Aged Care contact centre for each week since 1 July 2015.

b)   The definition of 'dropping out' will be treated here in terms of 'abandons', which are listed in data supplied by HealthDirect Australia.

Week Ending	# Abandons[1]	Average Time Before Call Abandoned (Minutes)
Sunday, 5 July 2015	2,175	3.53
Sunday, 12 July 2015	7,055	6.33
Sunday, 19 July 2015	5,385	5.00
Sunday, 26 July 2015	6,136	5.65
Sunday, 2 August 2015	5,022	4.83
Sunday, 9 August 2015	5,484	7.02
Sunday, 16 August 2015	5,583	5.33
Sunday, 23 August 2015	6,553	3.38
Sunday, 30 August 2015	4,639	5.57
Sunday, 6 September 2015	2,688	5.38
Sunday, 13 September 2015	2,791	3.50
Sunday, 20 September 2015	2,563	3.53
Sunday, 27 September 2015	1,690	2.33

Sunday, 4 October 2015	1,616	3.53
Sunday, 11 October 2015	965	6.33
Sunday, 18 October 2015	789	5.00
Sunday, 25 October 2015	1,034	5.65
Sunday, 1 November 2015	642	4.83

Source: This data is supplied by HealthDirect Australia (HDA).

'Abandon' is an industry standard term representing calls that represent waiting durations that realistically allow time for a call to be answered.

[1] The number of 'Abandons' is not always the difference between the numbers of Calls Arriving and Calls Answered shown in the table below.

c)   'Call received' will be treated here in terms of both calls arriving on contact centre telephony system ('Calls Made') and 'Call Answered' by a contact centre agent.

Week Ending	Calls Arriving	Calls Answered
Sunday, 5 July 2015	9,980	7,779
Sunday, 12 July 2015	17,912	10,692
Sunday, 19 July 2015	16,548	11,129
Sunday, 26 July 2015	16,919	10,746
Sunday, 2 August 2015	15,099	10,057
Sunday, 9 August 2015	14,379	8,883
Sunday, 16 August 2015	14,327	8,730
Sunday, 23 August 2015	14,806	8,245
Sunday, 30 August 2015	13,910	9,267
Sunday, 6 September 2015	12,441	9,749
Sunday, 13 September 2015	12,653	9,855
Sunday, 20 September 2015	12,701	10,134
Sunday, 27 September 2015	12,313	10,620
Sunday, 4 October 2015	12,316	10,698
Sunday, 11 October 2015	10,794	9,829
Sunday, 18 October 2015	12,825	12,036
Sunday, 25 October 2015	13,354	12,319
Sunday, 1 November 2015	13,210	12,568

Source: This data is supplied from My Aged Care system.

d)   The 'general nature of the call' will be treated here in terms of call categories used by the My Aged Care system. Each call answered by the contact centre is categorised against a list of general call reasons.

Identified Reason for Call	% of Calls
Request for public information	29.5%
Request for aged care services	27.9%
Request for Client information	19.7%
IT Enquiry	13.5%
Not Specified	3.8%
Inbound referral	3.4%
Call made in Error	1.0%
Website issue	0.6%
Request for publication(s)	0.4%
Emergency call	0.1%

Identified Reason for Call	% of Calls
Provide feedback	0.1%
Complaint	0.1%
Urgent respite care	0.1%

Source: This data is supplied from My Aged Care system.

e)   Consumers enter into My Aged Care system via multiple channels, which include calls directed to the contact centre as well as inbound referrals that arrive as faxes, web forms, or calls made by third parties. They are screened over the phone and are referred to assessment organisations and/or service providers as their screening outcomes dictate. Assessors in turn issue service referrals for clients to services for needs determined during assessment.

	Jul-15	Aug-15	Sep-15	Oct-15	FYTD
Clients Referred to Providers	8,515	8,726	8,262	16,710	**42,213**
Number of referrals issued to service	30,035	42,542	61,494	68,657	**202,728**

Source: This data is supplied from My Aged Care system.

- 'Service referrals' are referrals sent out on behalf of clients to organisations who provide aged care services; they can be made from either My Aged Care contact centre or by assessors via My Aged Care systems.