Outcome Number: 2.1 Families and Communities   **Question No: SQ17-000406**

Topic: 1800RESPECT

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Senator Larissa Waters asked:

Could you please provide a bit more detail about what you mean when you say holding their (MHS) feet to the fire?

Answer:

In June 2017, the Department introduced stricter penalties and accountability measures into its grant agreement with Medibank Health Solutions (MHS) to ensure 1800RESPECT meets service level requirements.

The Department is also working with MHS to further strengthen governance arrangements for the entire 1800RESPECT service. This includes establishing a senior executive forum between DSS, MHS and its subcontractors to discuss performance and improvements for the entire service, including telephone and online counselling and the digital platform (website, frontline workers toolkit and the DAISY app).

This new governance arrangement is in addition to the regular operational meetings with MHS to discuss performance data and any emerging trends and issues. Operational meetings are held weekly or fortnightly, depending on need. In addition, there is regular contact between senior executives in the Department and MHS to discuss strategic issues and opportunities for improvement.

Further, the Department reviews data provided by MHS to ensure service performance is meeting expectations and to identify any emerging issues or trends including:

- monthly telephony data including number of calls offered, answered, abandoned, transferred to specialist trauma counselling, wait times and service levels;
- quarterly performance reports including telephony data (as per above) plus more detailed demographic and outcome data;
- quarterly forecasting data used to inform MHS' workforce planning to meet service levels for the coming three months; and
- other data as requested including updates on the reporting and resolution of complaints.