

## Question on Notice

No. 934

Asked on 31 August 2022

**MR B HEAD** ASKED THE MINISTER FOR HEALTH AND AMBULANCE SERVICES (HON Y D'ATH)—

### QUESTION

With reference to the '1300 MHCALL' Mental Health access line—

Will the Minister outline (reported separately by calendar month since January 2019) (a) the number of calls received, (b) the average time taken for a call to be answered and (c) the numbers of calls not answered?

### ANSWER

I am advised that the Department of Health uses a third-party provider to manage the 1300 MHCALL infrastructure, whereby calls are linked to the nearest Queensland Public Mental Health Service.

I am further advised all data relating to call volume, answered and unanswered calls are provided by the third-party platform and the average time taken for a call to be answered is not a metric available from the accessible data. The 1300 MHCALL data set held by Queensland Health commences from August 2019 with data not available for previous periods.

I am advised the third-party provider has improved coding of answered and unanswered calls from April 2021 and therefore it would be expected that actual unanswered call numbers for and prior to April 2021 would be substantially lower during this data period.

The monthly call volume between August 2020 to March 2021 remained consistently above prior and subsequent call volumes, yet staff were still able to answer approximately 98 per cent of calls made to the 1300 MHCALL access line.

<b>Period</b>	<b>Number of Calls</b>	<b>Answered Calls</b>	<b>Unanswered Calls</b>
Aug-19	14075	13912	163
Sep-19	14259	14040	219
Oct-19	15505	15255	250
Nov-19	14403	14148	255
Dec-19	13499	13281	218
Jan-20	14718	14473	245
Feb-20	13645	13429	216
Mar-20	14956	14437	519
Apr-20	13860	13263	597
May-20	13141	12883	258
Jun-20	14298	14049	249

Jul-20	14531	14288	243
Aug-20	16071	15792	279
Sep-20	15707	15419	288
Oct-20	16371	16018	353
Nov-20	15392	14837	555
Dec-20	15510	15187	323
Jan-21	15215	14792	423
Feb-21	15240	14769	471
Mar-21	17747	17381	366
Apr-21	14716	14550	166
May-21	14762	14757	5
Jun-21	13940	13932	8
Jul-21	13940	13922	18
Aug-21	14978	14965	13
Sep-21	14282	14279	3
Oct-21	14756	14756	0
Nov-21	14689	14689	0
Dec-21	15065	15056	9
Jan-22	14507	14504	3
Feb-22	13466	13466	0
Mar-22	16127	16124	3
Apr-22	11275	11275	0
May-22	14872	14871	1
Jun-22	13782	13782	0
Jul-22	13916	13914	2
Aug-22	13688	13686	2

Notes:

- Data Source: Mental Health and Addiction Portal, accessed 02/09/2022 via a third-party platform - weekly download, rolling three months of data.
- A data supply issue was experienced for the period 28 April to 01 May 2022 - data in these months should be reviewed with caution.
- The vendor has advised that there has been improved coding of answered / unanswered calls from April 2021, so caution is required when interpreting this data over time. The vendor advice suggests that unanswered call data prior to April 2021 is a relative overestimation rather than reflecting a change in 1300 MHCALL underlying procedure, resourcing, or service model.