

Question on Notice

No. 439

Asked on 18 April 2024

MS R BATES ASKED MINISTER FOR HEALTH, MENTAL HEALTH AND AMBULANCE SERVICES AND MINISTER FOR WOMEN (HON S FENTIMAN)—

QUESTION

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

Will the Minister outline (reported separately by calendar month) since September 2022 (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, since September 2022, where full data is available, the 1300 MHCALL access line has received an average of 15,856 calls per month. Data indicates that Hospital and Health Service staff have answered over 99.9% of calls to the 1300 MHCALL access line during this period. I am further advised for the 1300 MHCALL access line the average time taken for a call to be answered is not a metric available from accessible data.

For calendar months where full data is available, time series analysis indicates a steady increase in call volumes to the 1300 MHCALL access line. In September 2023, call volume increased by 16% compared to September 2022. In October 2023, call volume rose by 6% compared to October 2022. These months are broadly indicative of the upward trend in call volumes observed throughout the 2023 calendar year.

Data on the number of calls is incomplete for the period 12 November 2023 to 18 February 2024 due to a reporting issue experienced by the 1300 MHCALL vendor. There were no reported service interruptions to the call line.

The third-party vendor has advised this issue was due to new network infrastructure being deployed with an incorrect network parameter, resulting in this activity not being captured within the vendor reporting platform.

Period	Number of Calls	Answered Calls	Unanswered Calls
Sep-22	14686	14675	11
Oct-22	15475	15473	2
Nov-22	13198	13196	2
Dec-22	15000	15000	0
Jan-23	16859	16859	0
Feb-23	15761	15759	2
Mar-23	18160	18159	1
Apr-23	15247	15242	5
May-23	15409	15409	0
Jun-23	15127	15127	0
Jul-23	15130	15130	0
Aug-23	18153	18153	0
Sep-23	17032	17028	4
Oct-23	16431	16429	2
Mar-24	16176	16172	4