



1800RESPECT

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Author's Name: s 47F

Submitted To: Department of Social Services (DSS)

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Performance Bands by KPI, SHI, and SPM 2024

Service Level Reporting: Assess Provider performance against all Performance Measures detailed at Attachment J (Performance Management) for the relevant year.

KPI Summary Table

Month	Score	KPI-01	KPI-02	KPI-03	KPI-04	KPI-05	KPI-06	KPI-07	KPI-08
Jan-24	APS	s 47(1)(b)							
	Band								
Feb-24	APS								
	Band								
Mar-24	APS								
	Band								
Apr-24	APS								
	Band								
May-24	APS								
	Band								
Jun-24	APS								
	Band								
Jul-24	APS								
	Band								
Aug-24	APS								
	Band								
Sep-24	APS								
	Band								
Oct-24	APS								
	Band								
Nov-24	APS								
	Band								
Dec-24	APS								
	Band								

SHI Summary Tables

SHI-01 Abandonment Rate

Month	Band	Voice	Chat	Video
Jan-24	s 47(1)(b)			
Feb-24				
Mar-24				
Apr-24				
May-24				
Jun-24				
Jul-24				
Aug-24				
Sep-24				
Oct-24				
Nov-24				
Dec-24				

SHI-02 Average Speed of Answer

Month	Band	Voice	Chat	SMS	Video
Jan-24	s 47(1)(b)				
Feb-24					
Mar-24					
Apr-24					
May-24					
Jun-24					
Jul-24					
Aug-24					
Sep-24					
Oct-24					
Nov-24					
Dec-24					

SHI-03 Realtime Coverage

SHI-04 is split by workforce, thus the differing terminology used to describe each workforce per month.

Month	FR Intervals Met	Performance Band	SC Intervals Met	Performance Band
Jan-24	s 47(1)(b)			

Month	TH Intervals Met	Performance Band	DVC Intervals Met	Performance Band	Video Intervals Met	Performance Band
Feb-24	s 47(1)(b)					
Mar-24						
Apr-24						
May-24						

Month	FR Intervals Met	Performance Band	SC Intervals Met	Performance Band
Jun-24	s 47(1)(b)			
Jul-24				
Aug-24				
Sep-24				
Oct-24				
Nov-24				
Dec-24				

SPM Summary Table

Period	Score	SPM-01	SPM-02	SPM-03	SPM-04	SPM-05
Jan - Jun 24	APS	s 47(1)(b)				
	Band					
Jul- Dec 24	APS					
	Band					

Noting due to the proximity of Jul – Dec 24 half-yearly submissions, the grading is as currently stands.

KPI and SHI Overview

KPI-01 Call Timeliness

The year 2024 saw a total of [redacted] calls offered across all quarters. The overall service level performance was strong, with an average of [redacted] of calls answered within s 47(1)(b) exceeding the previous year despite the increased call volume. However, there were notable variations across the quarters, particularly in Q1, which experienced the highest s 47(1)(b) of service level days.

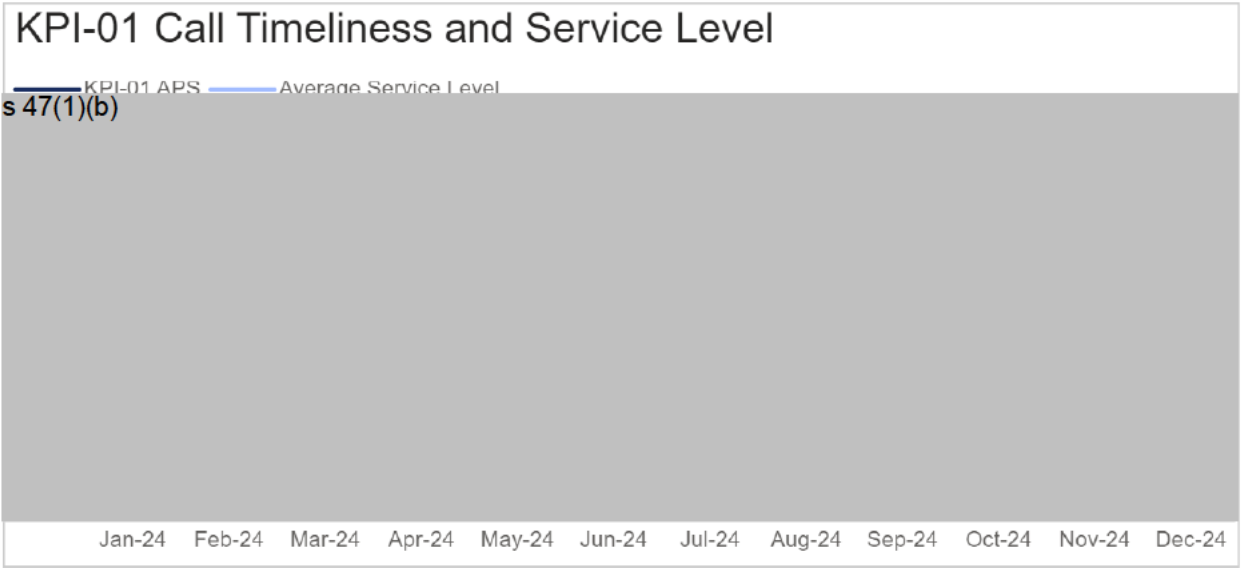
Year on Year Overview

Offered	Answered	Abandoned	Service Level
s 47(1)(b)			

Answered in s 47(1)(b)	ASA	KPI-01 Failed Days
s 47(1)(b)		

Abandon < 5	AHT	% Referred to Tier 2
s 47(1)(b)		

KPI APS and Average Service Level 2024



Key Findings

1. Call Volume & Answer Rate

- s 47(1)(b) [redacted]
s 47(1)(b) [redacted]
- s 47(1)(b) [redacted]
s 47(1)(b) [redacted]

2. Service Level Performance

- s 47(1)(b) [redacted]
- s 47(1)(b) [redacted]
s 47(1) [redacted]

3. Abandoned Calls & Trends

- s 47(1)(b) [redacted]
s 47(1)(b) [redacted]
- s 47(1)(b) [redacted]

4. Average Handling Time (AHT) & ASA (Average Speed to Answer)

- s 47(1)(b) [redacted]
- s 47(1)(b) [redacted]
s 47(1)(b) [redacted]

5. Call Failures & Referral Trends

- s 47(1)(b) [redacted]
- s 47(1)(b) [redacted]
s 47(1)(b) [redacted]

KPI-02 Chat Timeliness

s 47(1)(b)

s 47(1)(b)

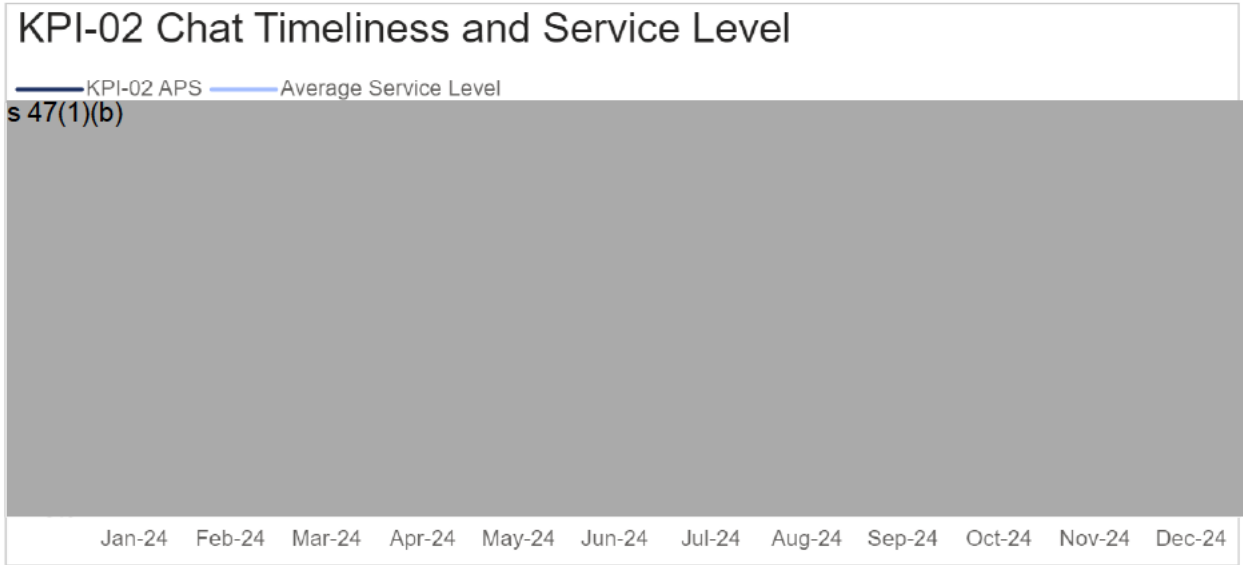
Year on Year Overview

Offered	Answered	Abandoned	Service Level
s 47(1)(b)			

Answered in s 47(1)(b)	ASA	KPI-02 Failed Days
s 47(1)(b)		

Abandon < 5	AHT	% Referred to Tier 2
s 47(1)(b)		

KPI APS and Average Service Level 2024



Key Findings

1. Chat Volume & Handling Efficiency

○ s 47(1)(b)

○

○

○

2. Service Level Performance

○ s 47(1)(b)

○

○

3. AHT & ASA

○ s 47(1)(b)

○

4. Call Failures & Referral Trends

○ s 47(1)(b)

○

KPI-03 SMS Timeliness

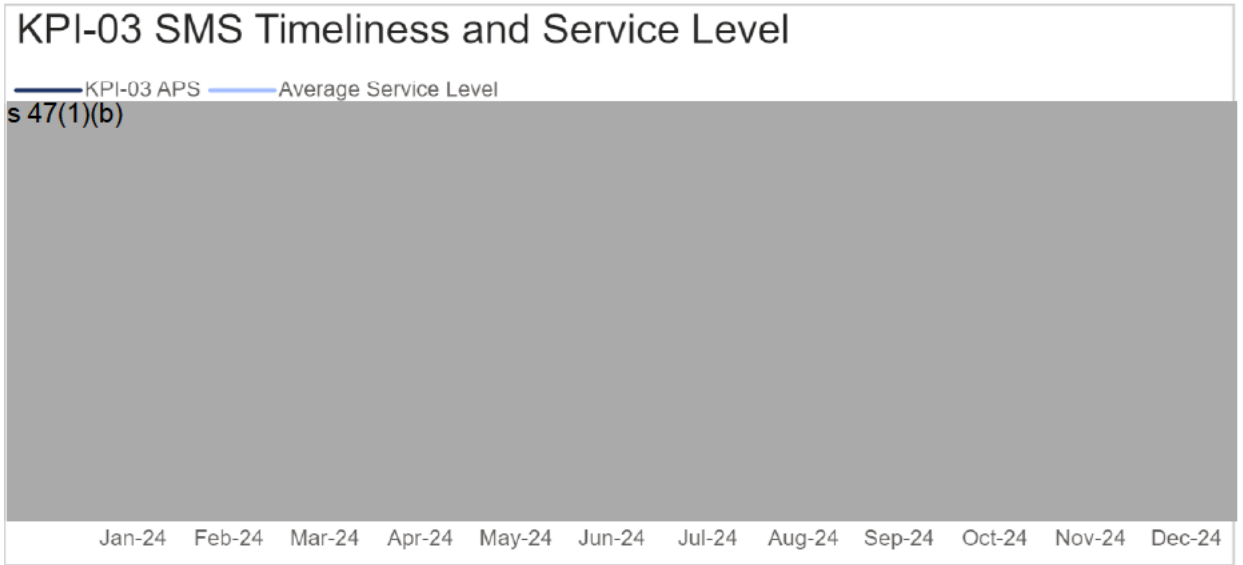
The SMS service was introduced in late 2023, making 2024 the first full year of operations. As a result, year-on-year comparisons are not fully applicable, but improvements in service levels, efficiency, and responsiveness can be observed across the year

Year on Year Overview

Offered	Answered	Answered in	Service Level
s 47(1)(b)		s 47(1)(b)	

AHT	ASA	% Referred to Tier 2	KPI-03 Failed Days
s 47(1)(b)			

KPI APS and Average Service Level 2024



Key Findings

1. Service Volume

☐ s 47(1)(b)

☐

2. Service Level Performance

☐ s 47(1)(b)

☐

☐

3. Response Time

☐ s 47(1)(b)

☐

☐

4. Failed Days & Service Reliability

☐ s 47(1)(b)

☐

5. Escalation to Specialist Counsellors

☐ s 47(1)(b)

☐

KPI-04 Interaction Quality

s 47(1)(b)

s 47(1)(b)

KPI APS and Average Audit Score 2024

KPI-04 Interaction Quality

— KPI-04 APS — Avg Score — Audits Completed

s 47(1)(b)

Key Findings

Q1 Performance

Weighted Score: 

- s 47(1)(b)
-
-
-

Q2 Performance

Weighted Score:  s 47(1)(b)

- s 47(1)(b)
-
-
-

Q3 Perf

Weighted Score:  s 47(1)(b)

- s 47(1)(b)
-
-
-

Q4 Performance

Weighted Score:  s 47(1)(b)

- s 47(1)(b)
-
-
-
-

KPI-05 and KPI-06 commentary not included. Scoring can be found in the summary table.

KPI-07 Contract Operations and Governance

Reporting Period	Complaint Management Process	Data quality and completeness	Media & Comms content	Media & Sector Engagement	Reporting requirements met	Adherence to Legislation
Jan 24	s 47(1)(b)					
Feb 24						
Mar 24						
Apr 24						
May 24						
Jun 24						
Jul 24						
Aug 24						
Sep 24						
Oct 24						
Nov 24						
Dec 24						

KPI-08 Video Timeliness

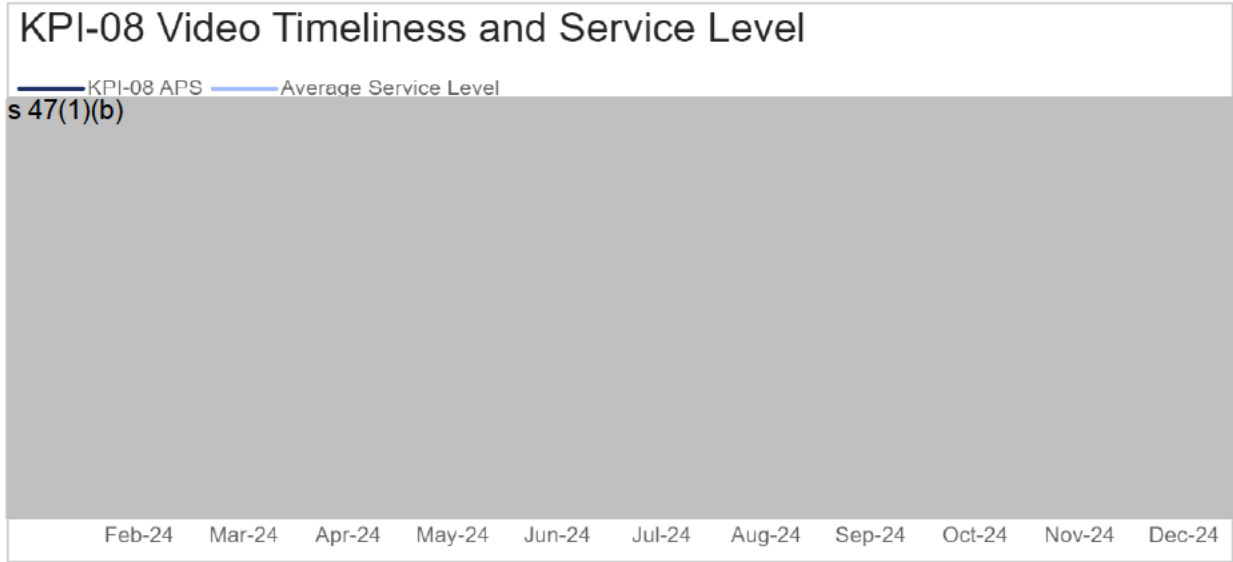
Video interactions remained s 47(1)(b)
s 47(1)(b)

Year on Year Overview

Offered	Answered	Answered in s 47(1)(b)	Service Level
s 47(1)(b)			

AHT	ASA	Abandoned	KPI-08 Failed Days
s 47(1)(b)			

KPI APS and Average Service Level 2024



Noting, October 2024 scored 100% APS. February 2024 shows a Service Level of 0% due to no video interactions.

1800RESPECT Quarterly Report

July – September 2024

Author's name

s 47F

Business unit

1800RESPECT

Issue Date

28 October 2024

Submitted To

Department of Social Services (DSS)

Summary

The purpose of this submission is to provide the Department of Social Services with a summary of the self-assessments of performance against each of the KPI's and SHI's listed in the contract. This is accompanied by all other quarterly reporting requirements outlined in Att B.

Summary Table of Performance Bands by KPI for Month

Month	Score	KPI-01	KPI-02	KPI-03	KPI-04	KPI-05	KPI-06	KPI-07	KPI-08
Jul-24	APS	s 47(1)(b)							
	Band								
Aug-24	APS								
	Band								
Sept-24	APS								
	Band								

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1.8.	KPI-08: Video Timeliness	6
1.9.	SHI-01 Abandonment Rate	6
1.10.	SHI-02 Average Speed of Answer	6
1.11.	SHI-03 Average Handling Time	7
1.12.	SHI-04 Realtime Coverage	7

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1 Quarterly Commentary

1.1. KPI-01: Call Timeliness

s 47(1)(b)

1.2. KPI-02: Chat Timeliness

s 47(1)(b)

1.3. KPI-03: SMS Timeliness

s 47(1)(b)

1.4. KPI-04: Interaction Quality

Over the past quarter, there were over 1,600 audits were conducted across voice, webchat, SMS, and video channels. s 47(1)(b)

1.5. KPI-05: 1800RESPECT Digital Products Quality

There are two ways content on the website is updated/added. s 47(1)(b)

Website content updates included:

- July: [Request for Information | 1800RESPECT](#)
- August: [Consent | 1800RESPECT](#)
- September: s 47(1)(b)

Minor updates included:

- Added additional links to Mandatory Reporting page under NSW & SA
- Social Media Resources Page updated as part of previously approved DCQMT submission
- Children and Young People section updated with new tabs + new page for sexual violence, abuse & assault created
- Additional Referral Pathway pilot info added to forced marriage webpage
- Approved workplace sexual harassment copy added to website
- Added Compass website and blurb (elder abuse) on financial abuse and technology safety webpages.
- Updated Insight Exchange link on Sexual Harassment webpage

- Added paid family and domestic violence leave to the homepage seeking support box and removed it as a separate link under support and resources drop down. Also added link to it in the introduction as part of the domestic and family violence page
- Added two more fixed contact boxes to the escape bag checklist page after feedback from user.
- Removed webinar “Improving cultural understanding in Aboriginal and Torres Strait Islander communities” on our website and YouTube as advised by clinical team
- Added links to the MyAusApp under ‘Safety apps for your digital devices’ page, following the introduction of domestic and family violence information in 20 languages
- Minor updates to phrasing on Daisy and Sunny app
- Other feedback included receiving feedback re Indigenous couple in a social post who had passed. From now on will incorporate disclaimer where FN people are depicted - “This image may show Aboriginal and Torres Strait Islander people who have passed”
- Promoting 1800RESPECT webpage – amended ‘their website’ to say www.1800respect.org.au for better accessibility
- Completed full audit of 1800RESPECT language pages, with edits made to resolve broken YouTube links, rename existing links and remove links to services no longer in existence.
- Added the Spring edition of the external newsletter to the website.

1.6. KPI-06: 1800RESPECT Digital Products Availability and Currency

In July, ^{s 47(1)(b)} broken links were through DSS audit processes. All links were resolved within the required timeframe.

In August, ^{s 47(1)(b)} broken links were identified through DSS audit processes – primarily related to YouTube link issues on the in-language web pages, which have been addressed. All links were resolved within the required timeframe.

In September, ^{s 47(1)(b)} broken links were identified through DSS audits and a thorough review of all in-language pages by Telstra Health. These were related to three issues – a YouTube issue that has since been resolved, a name change for an organisation that helped to develop the initial resources requiring name changes for links, and the removal of an organisation no longer in existence. All links were resolved within the required timeframe.

1.7. KPI-07: Contract Operation and Governance

a. All complaints handled in accordance with agreed Complaints Management Process.

All complaints have been handled in accordance with the agreed complaints management process with weekly submissions to the Dept and fortnightly reporting at the Operational meeting. ^{s 47(1)(b)}

^{s 47(1)(b)}

b. Ensures the accuracy, quality and completeness of all data and quickly reports Errors in data. (Ontime, accuracy and relevancy of reports)

For the month of July, ^{s 47(1)(b)}

s 47(1)(b)

[REDACTED]

Despite these minor incidents, data quality remained high, with issues being promptly addressed and corrected.

c. Provides timely, accurate, high quality, clinically informed and evidence-based content for media and communication contributions to the Commonwealth for Approval.

The Communications and Media team provides timely, accurate, high quality, clinically informed and evidence-based content for approval to DSS. This is reflected in the content delivered to DSS including, but not limited to, s 47(1)(b)

[REDACTED]

d. Seeks out opportunities to engage and promote 1800RESPECT functions and principles to the media and broader domestic, family and sexual violence sector.

s 47(1)(b)

[REDACTED]

s 47(1)(b)

[REDACTED]

e. All reporting requirements, including invoices, operational documents and ad hoc reports reasonably required by the Commonwealth provided on time without Error. (On time, accuracy and relevancy of reports)

All reporting requirements and requests for further information were provided on-time, and without error.

f. Adheres to all relevant legislation in any jurisdiction where any part of the Services may be carried out.

For Q1 24/25, there was an absence of any reported incident involving a breach of a legislative in any jurisdiction.

1.8. KPI-08: Video Timeliness

s 47(1)(b)

1.9. SHI-01 Abandonment Rate

s 47(1)(b)

Performance Table:

Month	Band	Voice	Chat	Video
Jul-24	s 47(1)(b)			
Aug-24				
Sept-24				

1.10. SHI-02 Average Speed of Answer

Average Speed of Answer for First Response calls was s 47(1)(b) s 47(1)(b) QoQ, s 47(1)(b) for Chats (s 47(1)(b) QoQ), s 47(1)(b) for SMS (s 47(1)(b) QoQ) and s 47(1)(b) for First Response Video s 47(1)(b) QoQ).

Performance Table:

Month	Band	Voice	Chat	SMS	Video
Jul-24	s 47(1)(b)				
Aug-24					
Sept-24					

1.11. SHI-03 Average Handling Time

Average handling time for First Response Calls was s 47(1)(b) s 47(1)(b) QoQ, First Response Chats s 47(1)(b) s 47(1)(b) QoQ, First Response SMS at s 47(1)(b) (s 47(1)(b) QoQ), First Response Video at s 47(1)(b) (s 47(1)(b) QoQ) and Specialist Counselling s 47(1)(b) (s 47(1)(b) QoQ).

1.12. SHI-04 Realtime Coverage

s 47(1)(b)

Performance Tables:

First Response Score Card:				
Month	Met	Total Intervals	% Met	Rating
Jul-24	s 47(1)(b)			
Aug-24				
Sep-24				
Totals				
Specialist Counsellor Score Card:				
Month	s 47(1)(b)			
Jul-24				
Aug-24				
Sep-24				
Totals				

1800RESPECT Quarterly Report

October – December 2024

Author's name

s 47F

Business unit

1800RESPECT

Issue Date

03 February 2025

Submitted To

Department of Social Services (DSS)

Summary

The purpose of this submission is to provide the Department of Social Services with a summary of the self-assessments of performance against each of the KPI's and SHI's listed in the contract. This is accompanied by all other quarterly reporting requirements outlined in Att B.

Summary Table of Performance Bands by KPI for Month

Month	Score	KPI-01	KPI-02	KPI-03	KPI-04	KPI-05	KPI-06	KPI-07	KPI-08
Oct-24	APS	s 47(1)(b)							
	Band								
Nov-24	APS								
	Band								
Dec-24	APS								
	Band								

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1.6.	KPI-06: 1800RESPECT Digital Products Availability and Currency	4
1.7.	KPI-07: Contract Operation and Governance	5
1.8.	KPI-08: Video Timeliness	6
1.9.	SHI-01 Abandonment Rate	6
1.10.	SHI-02 Average Speed of Answer	6
1.11.	SHI-03 Average Handling Time	7
1.12.	SHI-04 Realtime Coverage	7

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1 Quarterly Commentary

1.1. KPI-01: Call Timeliness

s 47(1)(b)



1.2. KPI-02: Chat Timeliness

s 47(1)(b)



1.3. KPI-03: SMS Timeliness

s 47(1)(b)



1.4. KPI-04: Interaction Quality

Over the past three months, the number of completed audits has shown a s 47(1)(b)



Quality scores have s 47(1)(b)



To address this, the clinical team plans to review the

s 47(1)(b)

s 47(1)(b) before the next reporting period. Additionally, s 47(1)(b)



1.5. KPI-05: 1800RESPECT Digital Products Quality

There are two ways content on the website is updated/added. s 47(1)(b)



Website content updates included:

- s 47(1)(b)
- 

Minor updates included:

- Made audit edits throughout the website
- Uploaded new social media resources cross promoting No To Violence and the Men's Referral Service as a pathway for men using violence
- Uploaded social media tiles and content in support of the 16 Days of Activism 2024
- A series of edits were made to the website following security updates, to ensure the ongoing functionality of forms
- Added the Summer edition of the external newsletter to the website.

1.6. KPI-06: 1800RESPECT Digital Products Availability and Currency

Please note following a discussion with the Department, the tracking of broken links was altered in November 2024 to reduce duplication. The total figures below are representative of the number of links reported by DSS. The total number of identified and resolved links in the KPI-06 report will be lower, as a decision was made to record single Service Directory errors (present across both the website and the Daisy app) as one ID, rather than two.

In October, ^{s 47(1)(b)} broken links were through DSS audit processes. All links were resolved within the required timeframe.

In November, ^{s 47(1)(b)} broken links were identified through DSS audit processes. All links were resolved within the required timeframe. A further ^{s 47(1)(b)} broken links were identified by Telstra Health because of a security update, and these were resolved within an hour of identification.

In December, ^{s 47(1)(b)} broken links were identified through DSS audits ^{s 47(1)(b)} were resolved, and ^{s 47(1)(b)} was determined to not be broken.

1.7. KPI-07: Contract Operation and Governance

- a. All complaints handled in accordance with agreed Complaints Management Process.

All complaints have been handled in accordance with the agreed complaints management process with weekly submissions to the Dept and fortnightly reporting at the Operational meeting. S 47(1)(b)

- b. Ensures the accuracy, quality and completeness of all data and quickly reports Errors in data. (Ontime, accuracy and relevancy of reports)

Data quality over the quarter saw an overall improvement. S 47(1)(b)

- c. Provides timely, accurate, high quality, clinically informed and evidence-based content for media and communication contributions to the Commonwealth for Approval.

The Communications and Media team provides timely, accurate, high quality, clinically informed and evidence-based content for approval to DSS. This is reflected in the content delivered to DSS including, but not limited to, S 47(1)(b)

- d. Seeks out opportunities to engage and promote 1800RESPECT functions and principles to the media and broader domestic, family and sexual violence sector.

S 47(1)(b)

- e. All reporting requirements, including invoices, operational documents and ad hoc reports reasonably required by the Commonwealth provided on time without Error. (Ontime, accuracy and relevancy of reports)

All reporting requirements and requests for further information were provided on-time, and without error. A version of SHI-04 was withheld for two days so further information could be gathered around recent changes to underlying data.

- f. Adheres to all relevant legislation in any jurisdiction where any part of the Services may be carried out.

For Q2 24/25, there was an absence of any reported incident involving a breach of a legislative in any jurisdiction.

1.8. KPI-08: Video Timeliness

s 47(1)(b)

1.9. SHI-01 Abandonment Rate

s 47(1)(b)

Performance Table:

Month	Band	Voice	Chat	Video
Oct-24	s 47(1)(b)			
Nov-24				
Dec-24				

1.10. SHI-02 Average Speed of Answer

Average Speed of Answer for First Response calls was s 47(1)(b) (s 47(1)(b) QoQ), s 47(1)(b) for Chats (s 47(1)(b) QoQ), s 47(1)(b) for SMS (s 47(1)(b) QoQ) and s 47(1)(b) for First Response Video (s 47(1)(b) QoQ).

Performance Table:

Month	Band	Voice	Chat	SMS	Video
Oct-24	s 47(1)(b)				
Nov-24					
Dec-24					

1.11. SHI-03 Average Handling Time

Average handling time for First Response Calls was s 47(1)(b) QoQ, First Response Chats s 47(1)(b) QoQ, First Response SMS at s 47(1)(b) QoQ and First Response Video at s 47(1)(b) QoQ.

Average handling time for Specialist Counselling Calls was s 47(1)(b) QoQ, Senior Counselling Chats s 47(1)(b) QoQ and Specialist Counselling SMS s 47(1)(b) QoQ.

1.12. SHI-04 Realtime Coverage

s 47(1)(b)

Performance Tables:

First Responder:

Month	Met	Total Intervals	% Met	Rating
Oct-24	s 47(1)(b)			
Nov-24				
Dec-24				
Total				

Specialist Counsellor:

Month	Met	Total Intervals	% Met	Rating
Oct-24	s 47(1)(b)			
Nov-24				
Dec-24				
Total				

1800RESPECT Quarterly Report

January – March 2025

Author's name

s 47F

Business unit

1800RESPECT

Issue Date

01 May 2025

Submitted To

Department of Social Services (DSS)

Summary

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Summary Table of Performance Bands by KPI for Month

Month	Score	KPI-01	KPI-02	KPI-03	KPI-04	KPI-05	KPI-06	KPI-07	KPI-08
Jan-25	APS	s 47(1)(b)							
	Band								
Feb-25	APS								
	Band								
Mar-25	APS								
	Band								

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1.6.	KPI-06: 1800RESPECT Digital Products Availability and Currency	4
1.7.	KPI-07: Contract Operation and Governance	5
1.8.	KPI-08: Video Timeliness	6
1.9.	SHI-01 Abandonment Rate	6
1.10.	SHI-02 Average Speed of Answer	6
1.11.	SHI-03 Average Handling Time	7
1.12.	SHI-04 Realtime Coverage	7

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1 Quarterly Commentary

☐ KPI-01: Call Timeliness

s 47(1)(b)

☐ KPI-02: Chat Timeliness

s 47(1)(b)

☐ KPI-03: SMS Timeliness

s 47(1)(b)

☐ KPI-04: Interaction Quality

Over the January to March quarter, audit volumes s 47(1)(b)

Average Total Scores s 47(1)(b)

Needs Assessment and Practice Principles s 47(1)(b)

Outcome

Management scores s 47(1)(b)

General category scores s 47(1)(b)

The clinical specialist team has focused on s 47(1)(b)

s 47(1)(b) which may have influenced overall scores. The quarter reflects s 47(1)(b)

continued attention.

☐ KPI-05: 1800RESPECT Digital Products Quality

There are two ways content on the website is updated/added s 47(1)(b)

es to ensure content is accurate. For more information on the DCQMT process, see the Operating Manual.

Website content updates included:

- January: Updates to the 'Supporting Someone' webpage
- February: Revision and rationalisation of existing 'Healthy Relationships' content
- March: Edits to existing FAQs focused on subpoenas and information sharing

Minor updates included:

- Made audit edits throughout the website
- Uploaded edits to the Privacy Policy and Specialist Organisations page in line with the partnership with Safe Steps
- Updated Mental Health page following DSS approval of new content
- Updated DFV Glossary following DSS approval of new content
- Significant edits to 80+ web pages in line with the extension of Video Call hours (Phase 2)
- Added the Autumn edition of the external newsletter to the website.

□ **KPI-06: 1800RESPECT Digital Products Availability and Currency**

In January, ^{s 47(1)(b)} broken links were identified through DSS audit processes. All links were resolved within 2 business days.

In February, ^{s 47(1)(b)} broken links were identified through DSS audit processes. All links were resolved within the required timeframe.

In March, ^{s 47(1)(b)} broken links were identified through DSS audits. All links were resolved within the required timeframe.

□ **KPI-07: Contract Operation and Governance**

- a. All complaints handled in accordance with agreed Complaints Management Process.

s 47(1)(b)

- b. Ensures the accuracy, quality and completeness of all data and quickly reports Errors in data. (Ontime, accuracy and relevancy of reports)

s 47(1)(b)

- c. Provides timely, accurate, high quality, clinically informed and evidence-based content for media and communication contributions to the Commonwealth for Approval.

The Communications and Media team provides timely, accurate, high quality, clinically informed and evidence-based content for approval to DSS. This is reflected in the content delivered to DSS including, but not limited to, s 47(1)

s 47(1)(b)

- d. Seeks out opportunities to engage and promote 1800RESPECT functions and principles to the media and broader domestic, family and sexual violence sector.

s 47(1)(b)

- e. All reporting requirements, including invoices, operational documents and ad hoc reports reasonably required by the Commonwealth provided on time without Error. (Ontime, accuracy and relevancy of reports)

All reporting requirements and requests for further information were provided on-time, and without error.

- f. Adheres to all relevant legislation in any jurisdiction where any part of the Services may be carried out.

For Q3 24/25, there was an absence of any reported incident involving a breach of a legislative in any jurisdiction.

□ **KPI-08: Video Timeliness**

s 47(1)(b)

□ **SHI-01 Abandonment Rate**

s 47(1)(b)

Performance Table:

Month	Band	Voice	Chat	Video
Jan-25	s 47(1)(b)			
Feb-25				
Mar-25				

□ **SHI-02 Average Speed of Answer**

Average Speed of Answer for First Response calls was s 47(1)(b) QoQ, s 47(1)(b) for Chats s 47(1)(b) QoQ, s 47(1)(b) for SMS (flat QoQ) and s 47(1)(b) for First Response Video s 47(1)(b) QoQ.

Performance Table:

Month	Band	Voice	Chat	SMS	Video
Jan-25	s 47(1)(b)				
Feb-25					
Mar-25					

SHI-03 Average Handling Time

Average handling time for First Response Calls was s 47(1)(b) QoQ, First Response Chats s 47(1)(b) QoQ, First Response SMS at s 47(1)(b) QoQ and First Response Video at s 47(1)(b) QoQ.

Average handling time for Specialist Counselling Calls was s 47(1)(b) QoQ, Senior Counselling Chats s 47(1)(b) QoQ and Specialist Counselling SMS s 47(1)(b) QoQ.

SHI-04 Realtime Coverage

s 47(1)(b)

Performance Tables:

First Responder:

Month	Met	Total Intervals	% Met	Rating
Jan-25	s 47(1)(b)			
Feb-25				
Mar-25				
Total				

Specialist Counsellor:

Month	Met	Total Intervals	% Met	Rating
Jan-25	s 47(1)(b)			
Feb-25				
Mar-25				
Total				

1800RESPECT Quarterly Report

April – June 2025

Author's name

s 47F

Business unit

1800RESPECT

Issue Date

28 July 2025

Submitted To

Department of Social Services (DSS)

Summary

The purpose of this submission is to provide the Department of Social Services with a summary of the self-assessments of performance against each of the KPI's and SHI's listed in the contract. This is accompanied by all other quarterly reporting requirements outlined in Att B.

Summary Table of Performance Bands by KPI for Month

Month	Score	KPI-01	KPI-02	KPI-03	KPI-04	KPI-05	KPI-06	KPI-07	KPI-08
Apr-25	APS	s 47(1)(b)							
	Band								
May-25	APS								
	Band								
Jun-25	APS								
	Band								

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1 Quarterly Commentary

KPI-01: Call Timeliness

s 47(1)(b)



KPI-02: Chat Timeliness

s 47(1)(b)



KPI-03: SMS Timeliness

s 47(1)(b)



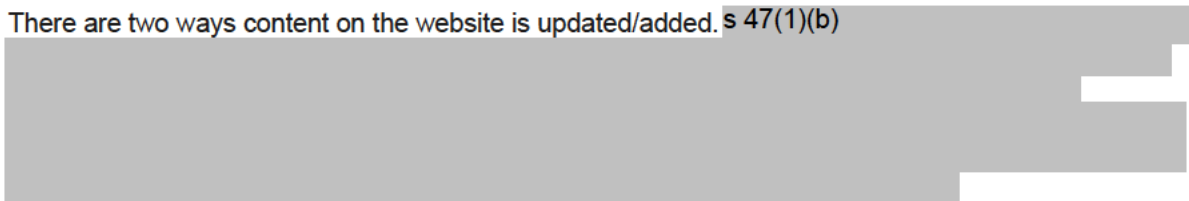
KPI-04: Interaction Quality

s 47(1)(b)



KPI-05: 1800RESPECT Digital Products Quality

There are two ways content on the website is updated/added. s 47(1)(b)



Website content updates included:

- April: Updates to the 'Social Media Resources' webpage
- May: Updates to the 'Spiritual Abuse' webpage
- June: New webpage on 'Research and Reports' to support sector professionals

Minor updates included:

- Made audit edits throughout the website
- Significant edits to 80+ web pages in line with the extension of Video Call hours (Phase 3)

KPI-06: 1800RESPECT Digital Products Availability and Currency

In April, § 47(1) broken links were identified through DSS audit processes. All links were resolved within 2 business days.

In May, § 47(1)(b) broken links were identified through DSS audit processes. All links were resolved within the required timeframe.

In June, § 47(1)(b) broken links were identified through DSS audits. All links were resolved within the required timeframe.

KPI-07: Contract Operation and Governance**a. All complaints handled in accordance with agreed Complaints Management Process.**

Over the April to June 2025 quarter, complaints were s 47(1)(b)

[REDACTED]

In May, complaint management s 47(1)(b)

[REDACTED]

By June, s 47(1)(b)

[REDACTED]

b. Ensures the accuracy, quality and completeness of all data and quickly reports Errors in data. (Ontime, accuracy and relevancy of reports)

Across the April to June 2025 quarter, s 47(1)(b)

[REDACTED]

In May, s 47(1)(b)

[REDACTED]

By June, s 47(1)(b)

[REDACTED]

c. Provides timely, accurate, high quality, clinically informed and evidence-based content for media and communication contributions to the Commonwealth for Approval.

The Communications and Media team provides timely, accurate, high quality, clinically informed and evidence-based content for approval to DSS. s 47(1)(b)

[REDACTED]

d. Seeks out opportunities to engage and promote 1800RESPECT functions and principles to the media and broader domestic, family and sexual violence sector.

s 47(1)(b)

[REDACTED]

s 47(1)(b)

e. All reporting requirements, including invoices, operational documents and ad hoc reports reasonably required by the Commonwealth provided on time without Error. (Ontime, accuracy and relevancy of reports)

Almost all reporting requirements were met during the quarter. A weekly clinical summary report was withheld, as validation process required additional time post RRO updates.

f. Adheres to all relevant legislation in any jurisdiction where any part of the Services may be carried out.

For Q4 24/25, there was an absence of any reported incident involving a breach of a legislative in any jurisdiction.

KPI-08: Video Timeliness

s 47(1)(b)

SHI-01 Abandonment Rate

s 47(1)(b)

Performance Table:

Month	Band	Voice	Chat	Video
Apr-25	s 47(1)(b)			
May-25				
Jun-25				

SHI-02 Average Speed of Answer

Average Speed of Answer for First Response calls was s 47(1)(b) (flat QoQ), s 47(1)(b) for Chats (flat QoQ), s 47(1)(b) for SMS (flat QoQ) and s 47(1)(b) for First Response Video (s 47(1)(b) QoQ).

Performance Table:

Month	Band	Voice	Chat	SMS	Video
Apr-25	s 47(1)(b)				
May-25					
Jun-25					

SHI-03 Average Handling Time

Average handling time for First Response Calls was s 47(1)(b) QoQ, First Response Chats s 47(1)(b) QoQ, First Response SMS at s 47(1)(b) QoQ and First Response Video at s 47(1)(b) QoQ. Average handling time for Specialist Counselling Calls was s 47(1)(b) QoQ, Senior Counselling Chats s 47(1)(b) QoQ and Specialist Counselling SMS s 47(1)(b) QoQ.

SHI-04 Realtime Coverage

s 47(1)(b)

Performance Tables:

First Responder:

Month	Met	Total Intervals	% Met	Rating
Apr-25	s 47(1)(b)			
May-25				
Jun-25				
Total				

Specialist Counsellor:

Month	Met	Total Intervals	% Met	Rating
Apr-25	s 47(1)(b)			
May-25				
Jun-25				
Total				