Management of the Australian Q Fever Register

Monthly Register Operation

PROJECT CODE:	2018 – 1147
MILESTONE NUMBER:	6
PREPARED BY:	AUS-MEAT Limited
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1.0 EXECUTIVE SUMMARY

The Australian Q Fever Register (the Register) is the first non-statutory health register to be established in Australia and has been operating since 2001. It provides a secure repository of records documenting the Q Fever status for individuals as an aid for the red meat processing industry (and broader livestock, agricultural and affiliated industries) in managing workplace health risks from Q Fever.

The Australian Q Fever Register forms an important contribution to Q Fever risk management in the workplace, and has provided a continuing service to the red meat processing industry since its inception.

2.0 PROJECT OBJECTIVES

The project objectives are to:

(a) Manage the Australian Q Fever Register and associated help-line services to provide a reliable record of Q Fever immune status for individuals as part of effective Q Fever risk management in the workplace.

(b) Ensure the Australian Q Fever Register continues to operate in compliance with Australian Privacy Principles and with relevant recommendations concerning Q Fever testing and vaccination.

3.0 MILESTONE DESCRIPTION

The Australian Q Fever Register forms an important contribution to Q Fever risk management in the workplace, and has provided a continuing service to the red meat processing industry since 2001.

4.0 MILESTONE OUTCOMES

This report provides an overview of the Register Operations for the month of **December 2019**.

4.1 CURRENT STATISTICS

The following reports provide a detailed analysis of operations conducted by AUS-MEAT in servicing the Register during the reporting month.

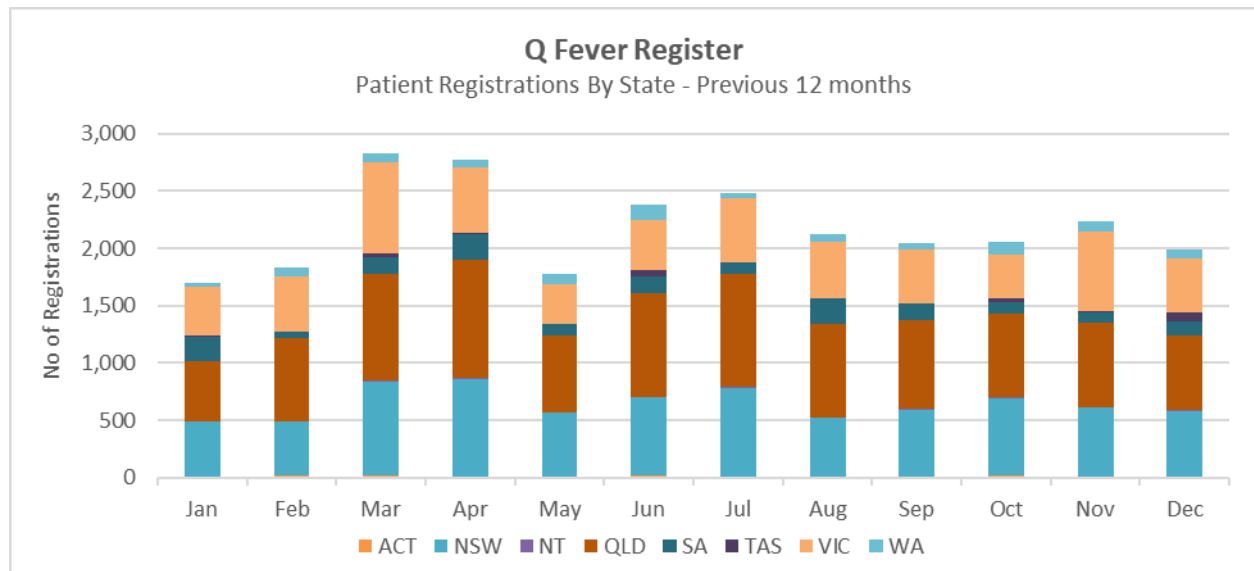### 4.1.1 TOTAL NEW REGISTRATIONS - PATIENTS

During December, a total of **1,986** new registrations were recorded in the Register.

Overall registration activity in December was below average for the preceding two (2) month period (2,110) and the preceding 12-month period (2,018). This reduction in registration activity was expected due to historic decrease in registration activity during December.

The comparison of this reporting month to monthly registration volumes for the preceding 12-month period is shown in the figures below.

Figure 1: New Patient Registrations State

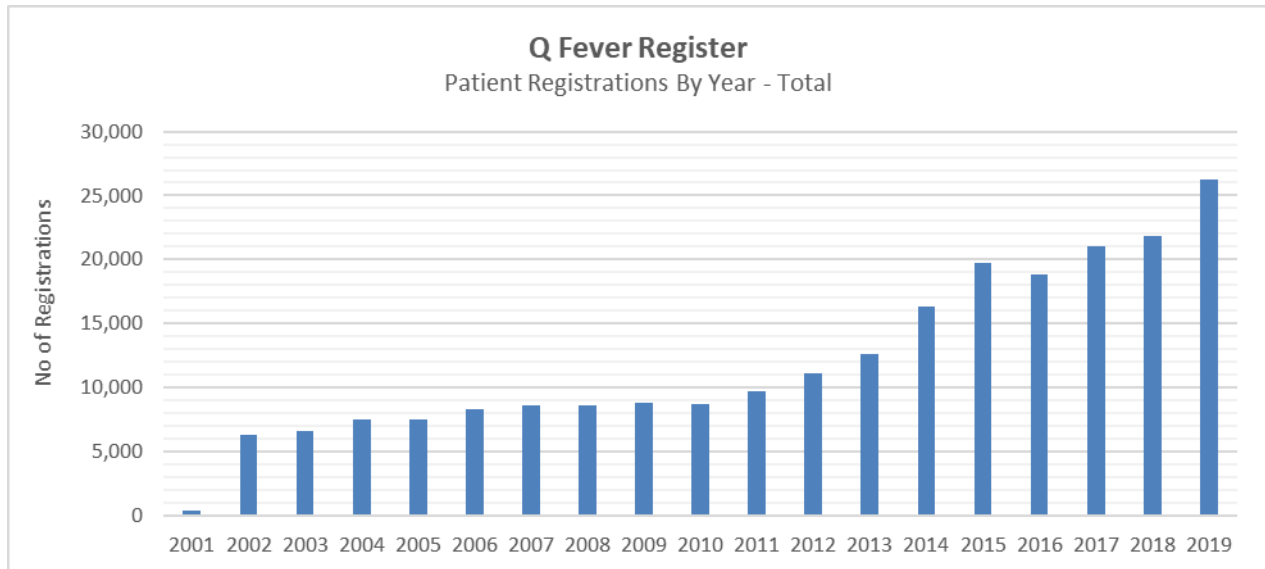Registration activity on a year by year basis since 2012 is shown in the table and figure below:

Table 1: Breakdown of Total New Patient Registrations by Month and Year

Month	2012	2013	2014	2015	2016	2017	2018	2019
Jan	715	564	865	918	2,096	1,413	1,392	1,703
Feb	901	1,005	1,307	1,525	1,899	1,732	1,976	1,828
Mar	1,050	1,131	1,036	1,361	1,667	2,352	1,867	2,831
Apr	612	1,305	1,297	1,739	1,320	1,214	1,623	2,773
May	1,009	1,105	2,001	2,314	1,852	1,850	2,580	1,777
Jun	727	1,030	1,421	1,397	1,631	1,852	1,991	2,384
Jul	1,035	793	1,012	1,506	1,325	1,815	1,597	2,488
Aug	1,165	980	1,201	2,010	1,559	2,158	1,525	2,129
Sep	998	1,266	1,786	1,762	1,326	1,675	1,860	2,047
Oct	1,061	871	1,348	2,322	1,263	1,685	1,728	2,055
Nov	1,046	1,146	1,871	1,625	1,461	1,864	2,060	2,234
Dec	798	1,388	1,118	1,233	1,376	1,449	1,656	1,986
Total	**11,117**	**12,584**	**16,263**	**19,712**	**18,775**	**21,059**	**21,855**	**26,235**

Registration numbers for 2019 (26,235) are higher than those for the previous year (21,855) and resulted in the highest number of registrations by year since the Register was established.
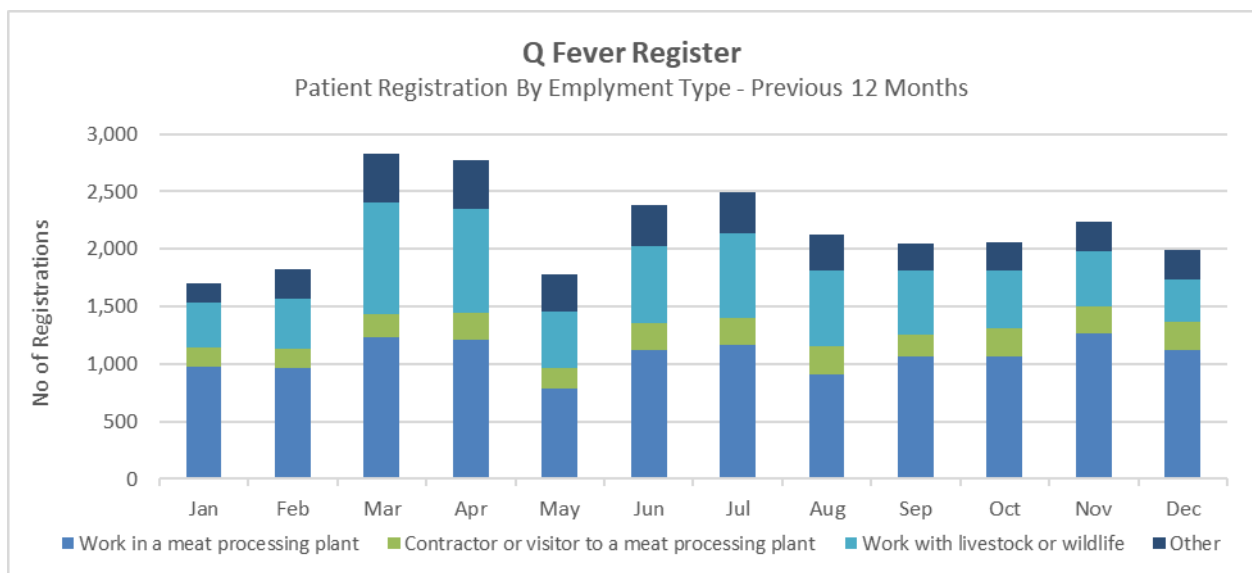
A summary of new Patient Registrations since commencement of the Register in 2001 is shown in the figure below:

Figure 2: New Patient Registrations by Month and Year

The figure below shows the distribution of patient registrations by employment type for the past 12 months.

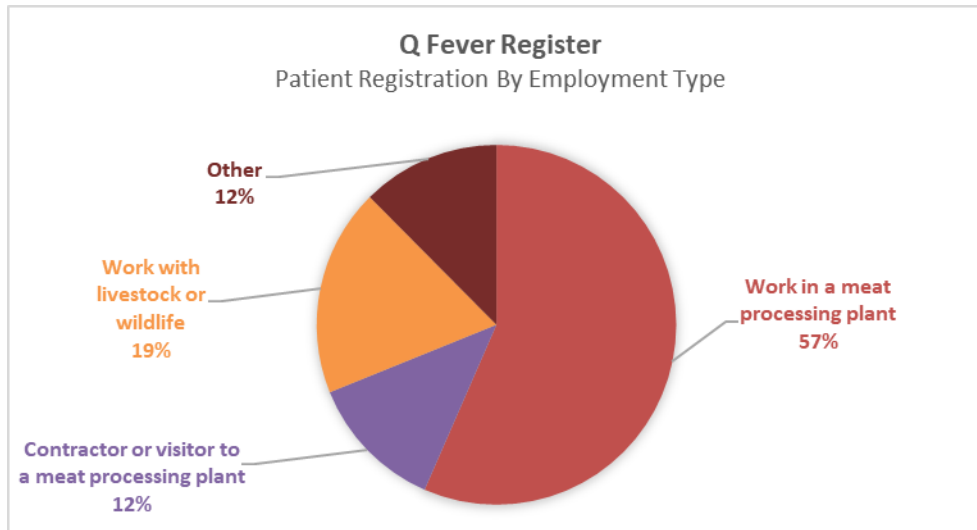**Figure 3: New Registrations for Previous 12 months - By Month and Employment Type**

Of the registrations completed this reporting month, 1,123 (57%) were associated with individuals working in meat processing establishments, with a further 245 (12%) being either a contractor or visitor to meat processing establishments.

A total of 371 (19%) of individuals identified as working with livestock or wildlife, with 247 individuals (12%) identified their employment type as "Other".

A breakdown of the *Patient Registrations by State* for the reporting month is shown in the figure below:

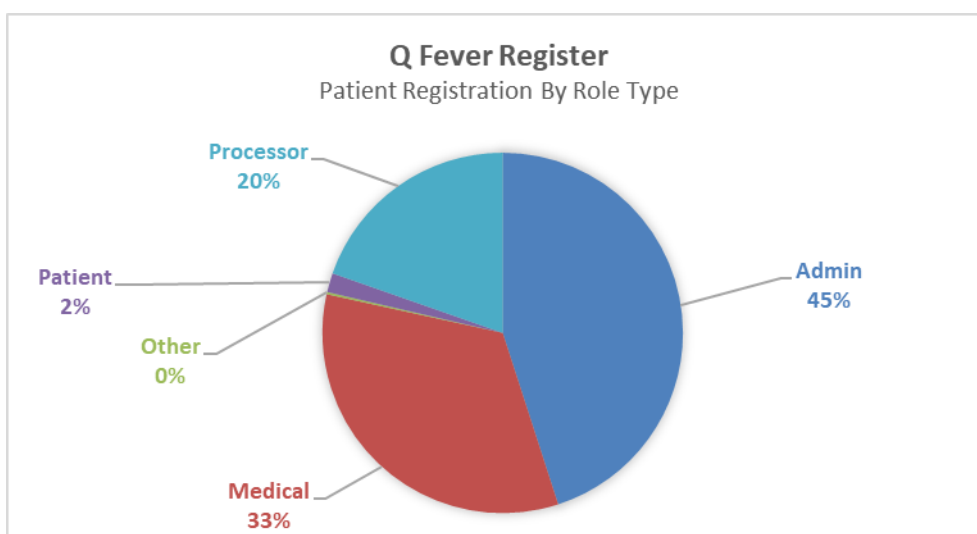**Figure 4: Distribution of New Registrations by Employment Type – December 2019**

During the reporting month, 894 (45% cf. 48%) registrations were competed by Register staff. A review of data (for the preceding 12-month period) indicates that this is slightly below the 12-month average. 664 registrations were completed by Medical Centres (33% cf. 29%), this is below the 12- month average of 34%.

The number of registrations by processors decreased to 390 or 20% (cf. 21%), which is above the 12- month average (15%). A small number of individuals (34 or 2%) completed their own registration.
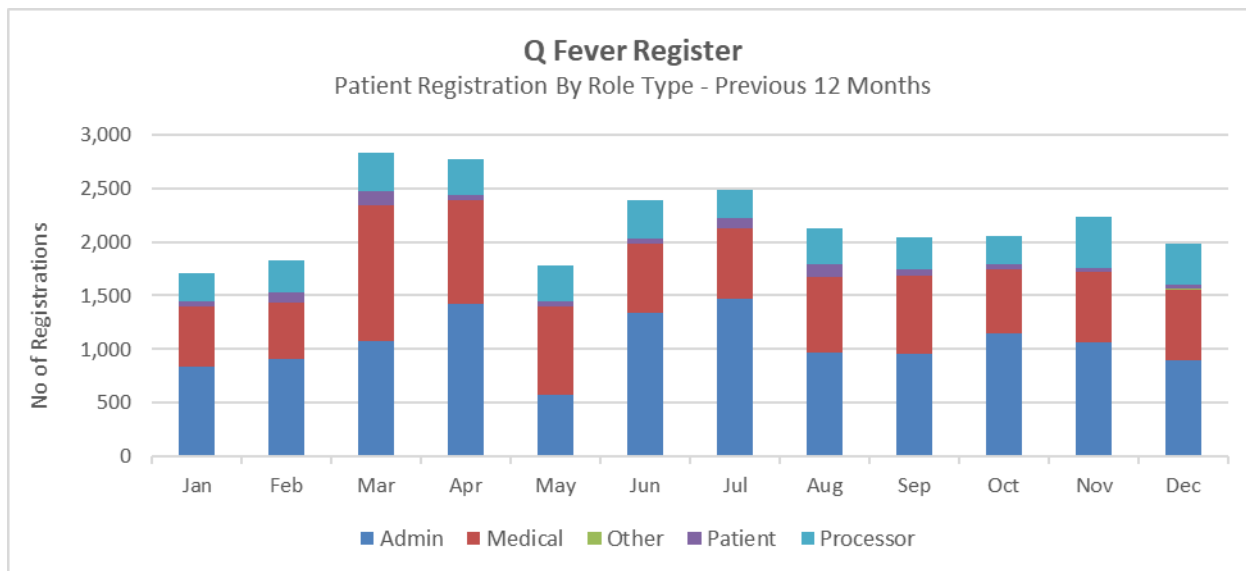
The distribution of *Patient Registrations by Role* for the reporting month is shown below:

Figure 5: Distribution of New Registrations by Role – December 2019

The comparison of registrations by Role for the preceding 12-month period is shown in the figure below.

Figure 6: New Registrations by Role - Previous 12 months
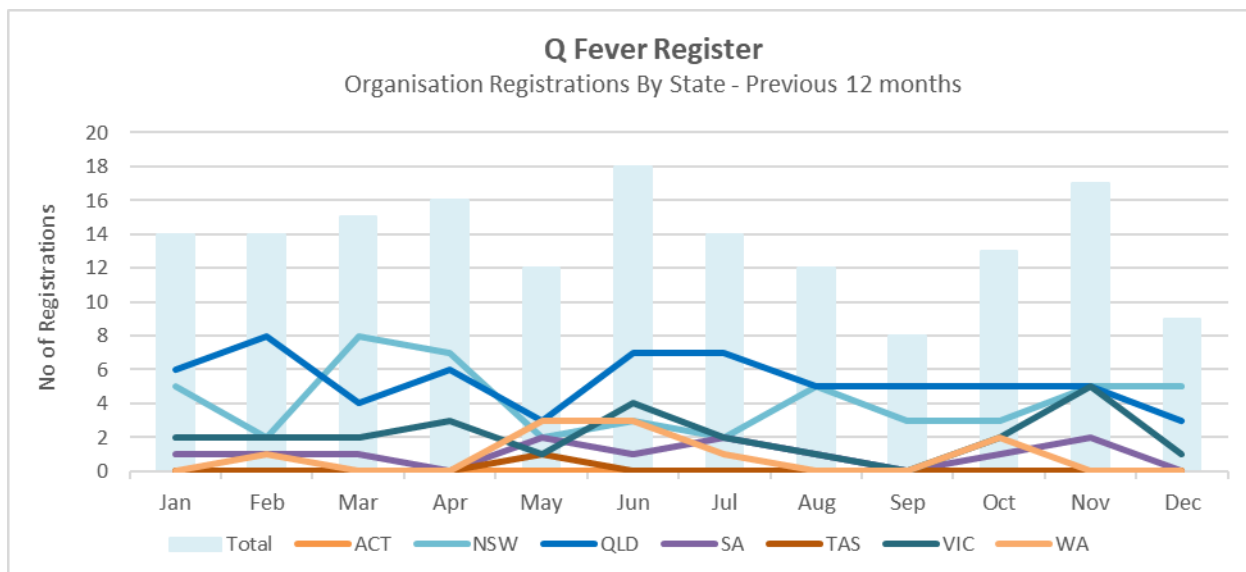

4.1.2 TOTAL NEW REGISTRATIONS - ORGANISATIONS AND USERS

During December, a total of **9** new Organisations and **19** new Users were recorded in the Register.

Organisation Registrations

The distribution of new Organisation registrations for the preceding 12 months is shown in the figure below.
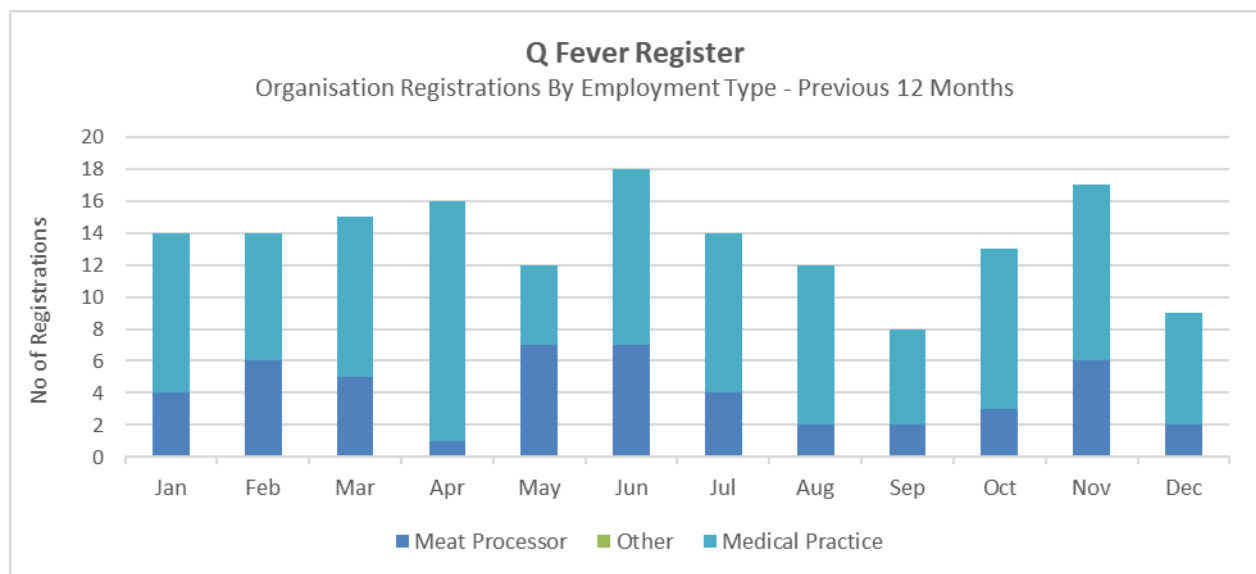
Figure 7: New Organisation Registrations by State - - Previous 12 months

For the reporting month, 7 (78%) new *Organisation Registrations* were associated with Medical Centres, with the balance comprising Processor Organisations (22%).
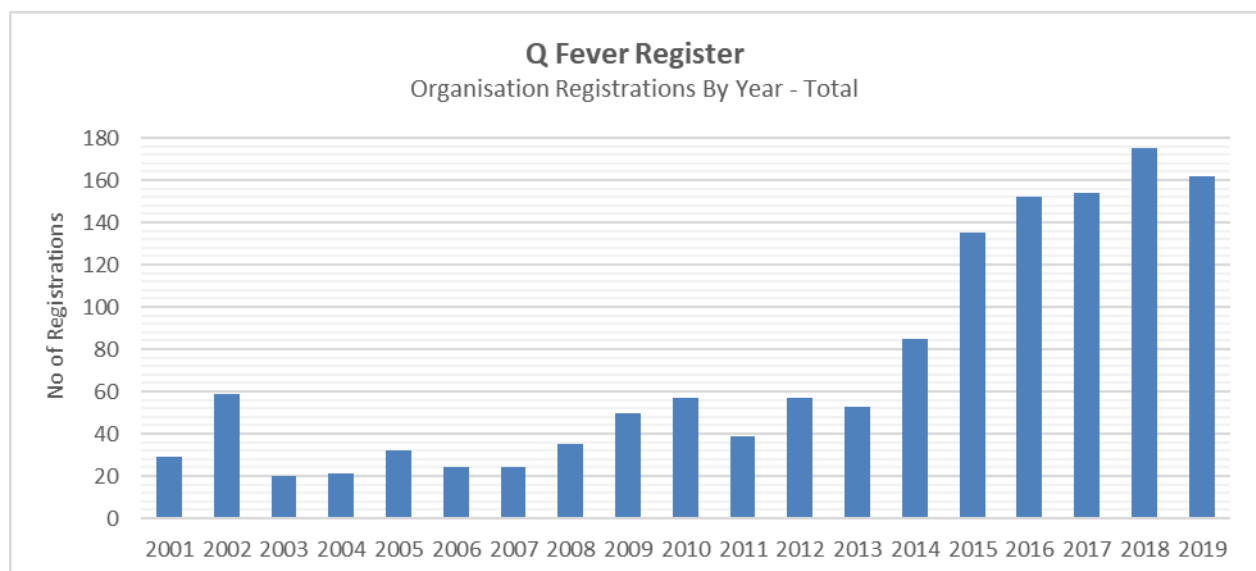
A summary of *Organisation Registrations* by *Employment Type* for the preceding 12 months is shown in Figure 8 below:

Figure 8: Organisation Registrations by Employment Type – Previous 12 months

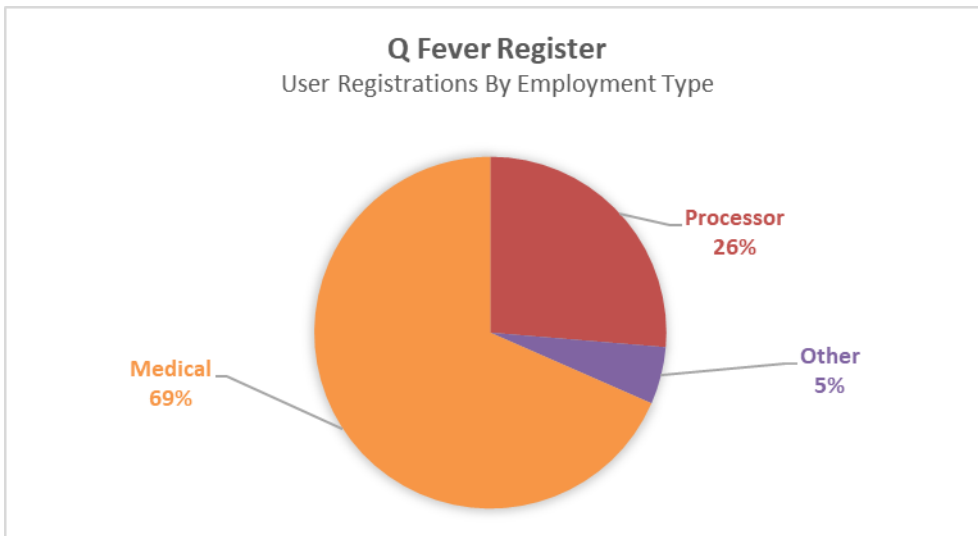A summary of Organisation Registrations since commencement of the Register is shown below:

Figure 9: Organisation Registrations - Historic
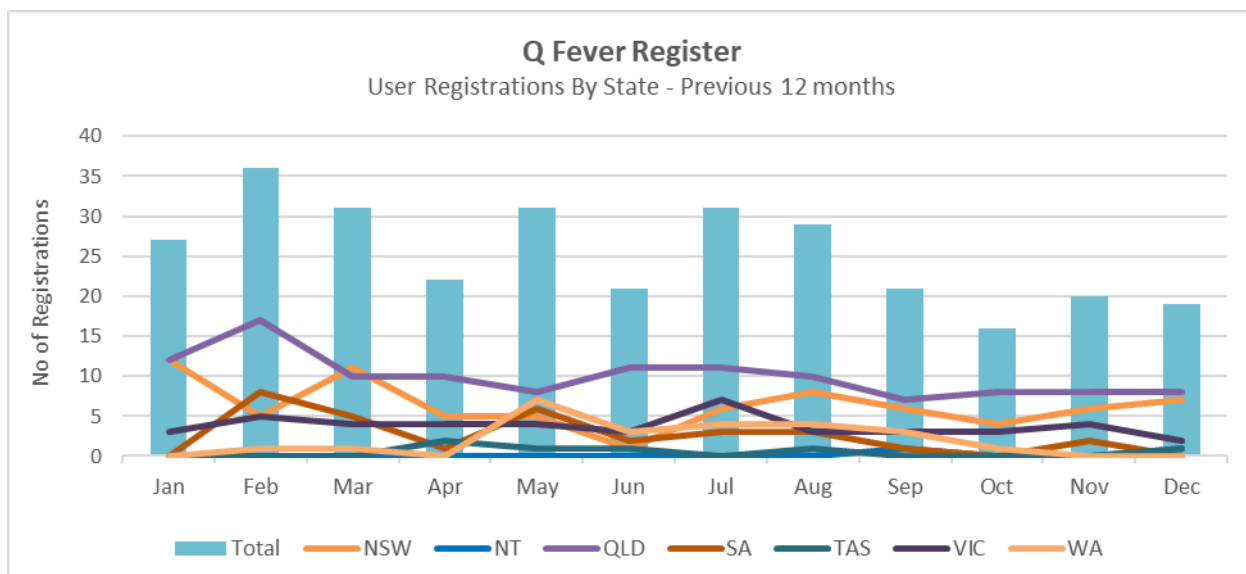

Authorised User Registrations

For the reporting month, 13 (68%) new *Authorised User Registrations* were associated with Medical Centres, and 5 (26%) associated with Processors (Industry).

A summary of *User Registrations by Employment Type* for the preceding 12 months is shown below:
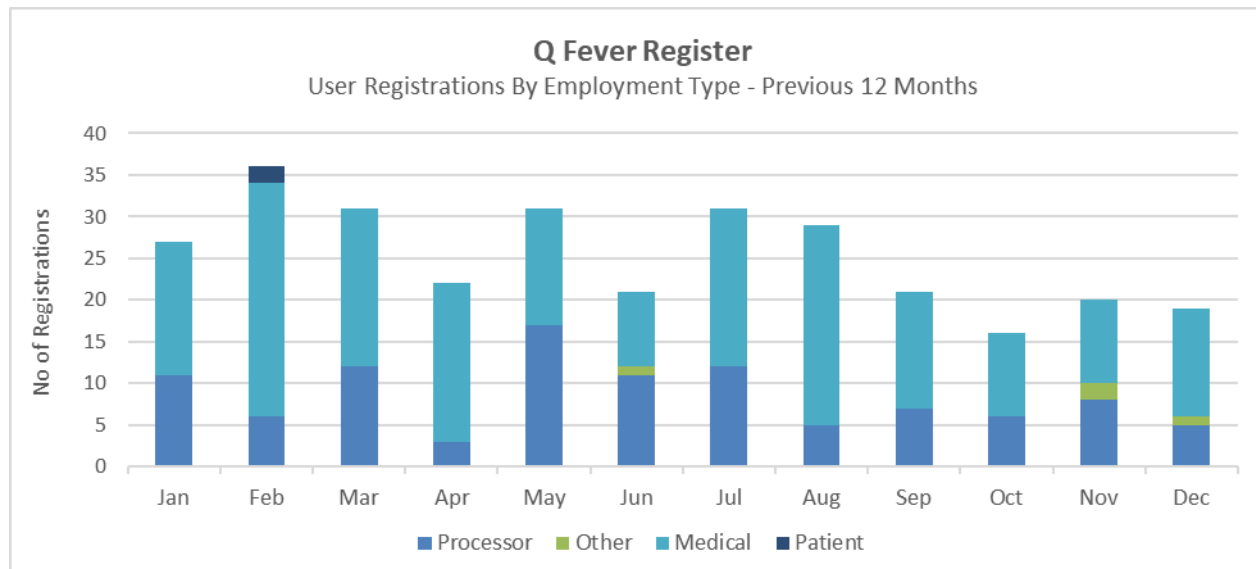

The distribution of new **User Registrations** for the preceding 12 months by State is shown below.

Figure 10: New User Registrations by State - – Previous 12 months

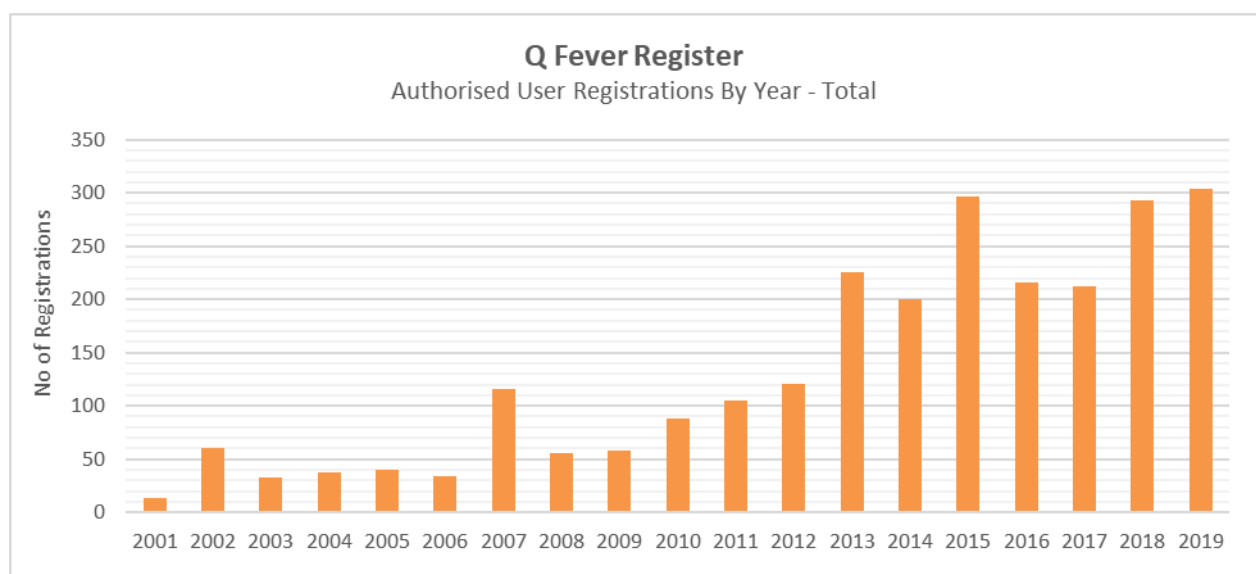AUSTRALIAN MEAT PROCESSOR CORPORATION   ampc.com.au

A summary of *Authorised User Registrations* by *Employment Type* for the preceding 12 months is shown in the figure below:

Figure 11: Authorised User Registrations by Employment Type – Previous 12 months

A summary of Authorised User Registrations since commencement of the Register is shown below:

Figure 12: Authorised User Registrations – Historic
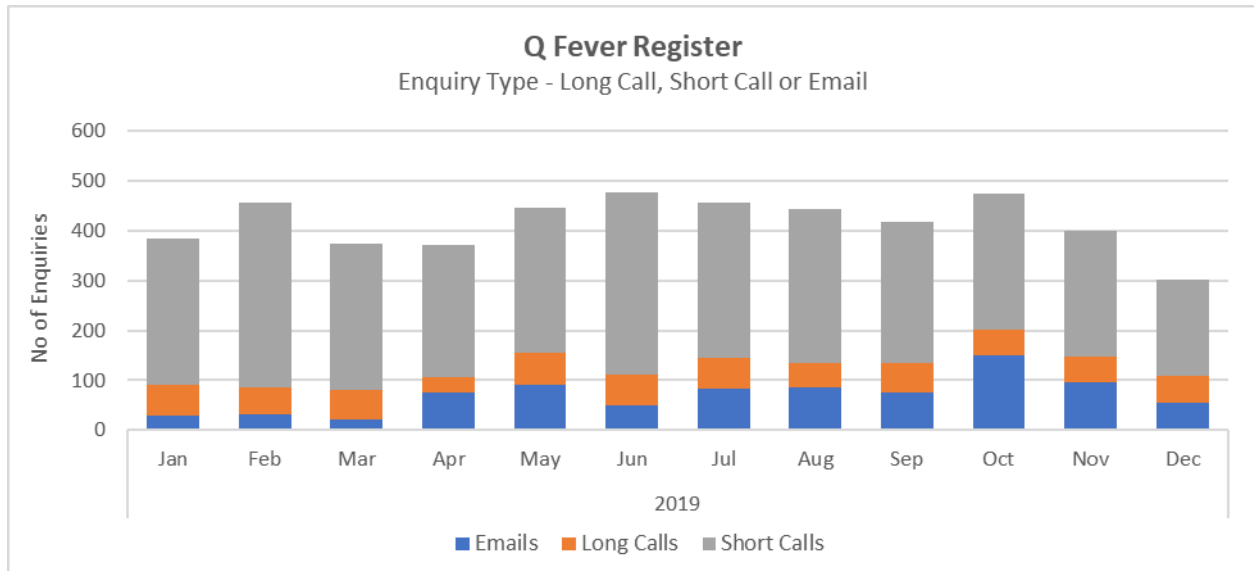

4.1.3 REGISTER ENQUIRIES

Details regarding enquiries received by the register helpline (1300 733 837) are outlined below:

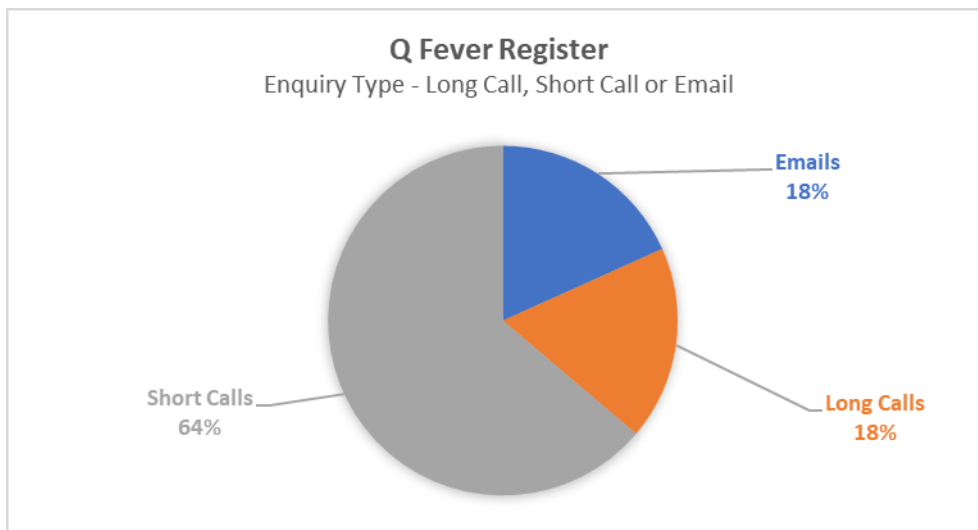For the month of December 2019, a total of **301** enquiries were logged.

Contact Type

These are summarised below with calls classified as **Long Calls** (more than three (3) minutes duration) or **Short Calls** (less than or equal to three (3) minutes) and **Email**.

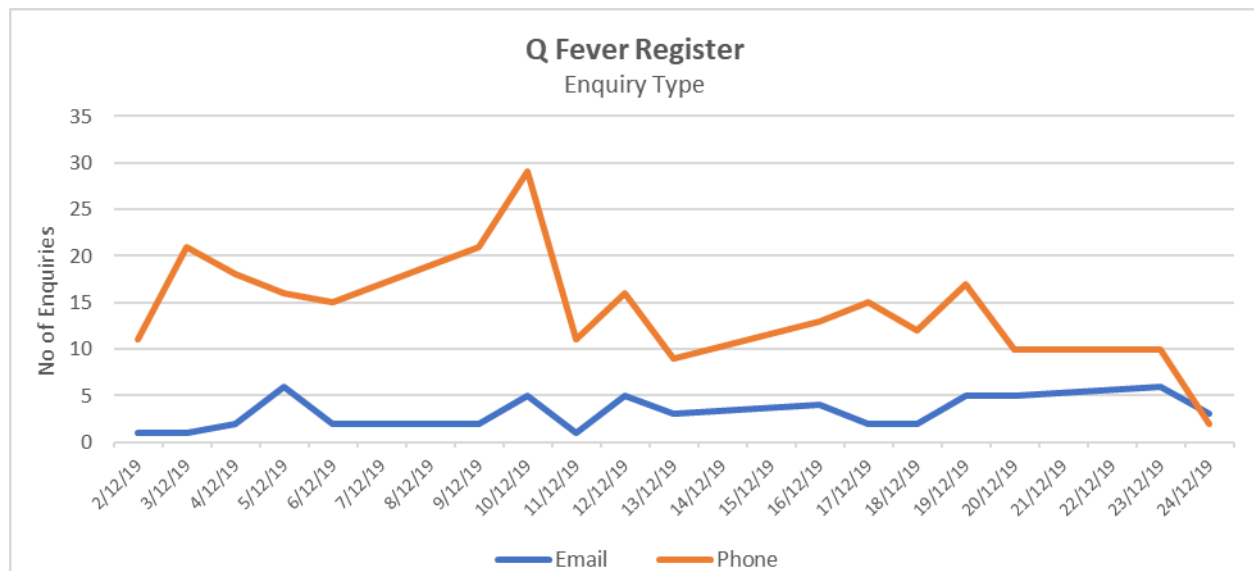**Figure 13: Number and type of contact with helpline – Previous 12 Months**

Of the enquiries logged in December 2019, 64% were Short calls, 18% Long calls and the balance (18% by email.

Figure 14: Distribution of enquiry types with helpline – December 2019

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The distribution of telephone versus email enquires during the reporting month is shown below:

Figure 15: Distribution of enquiry types by Day – December 2019
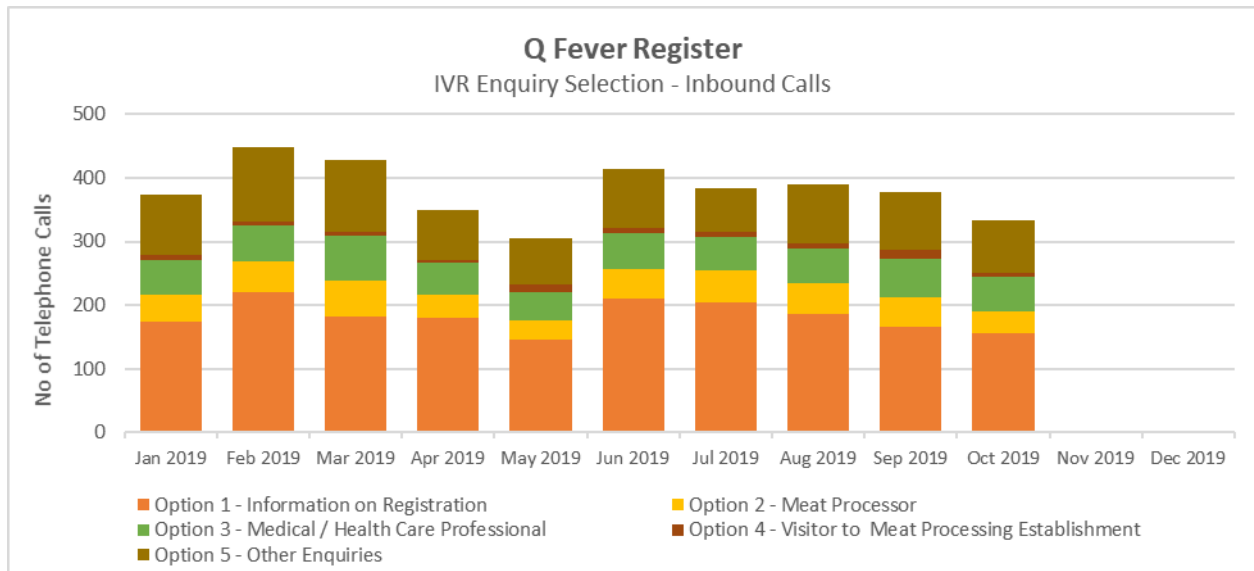

Call Type – IVR Selections

The 1300 number is associated with an **Interactive Voice Response** (IVR) system which includes five (5) options for callers to categorize the nature of their call.

The available options are as listed below:

- Option 1 - Information on Registration
- Option 2 - Meat Processor
- Option 3 - Medical / Health Care Professional
- Option 4 - Visitor to Meat Processing Establishment
- Option 5 - Other Enquiries

The distribution of **call categorization by callers** is not available for the months of November and December due to an error in Telstra's reporting service.

Figure 16: IVR Enquiry Selection Inbound Calls – December 2019

Reason for Call/Enquiry

All enquiries are categorised in accordance with eight (8) reasons for enquiry as follows:(a) Am I Registered; (b) Log in issues; (c) Need to edit record; (d) Require eStatement; (e) Seeking Q Fever Number; (f) Status of Registration; (g) Where to get tested and (h) Other.

During December 2019, most enquiries were in relation to individuals requiring an eStatement (40%).

A breakdown for the month is shown in the figures below:

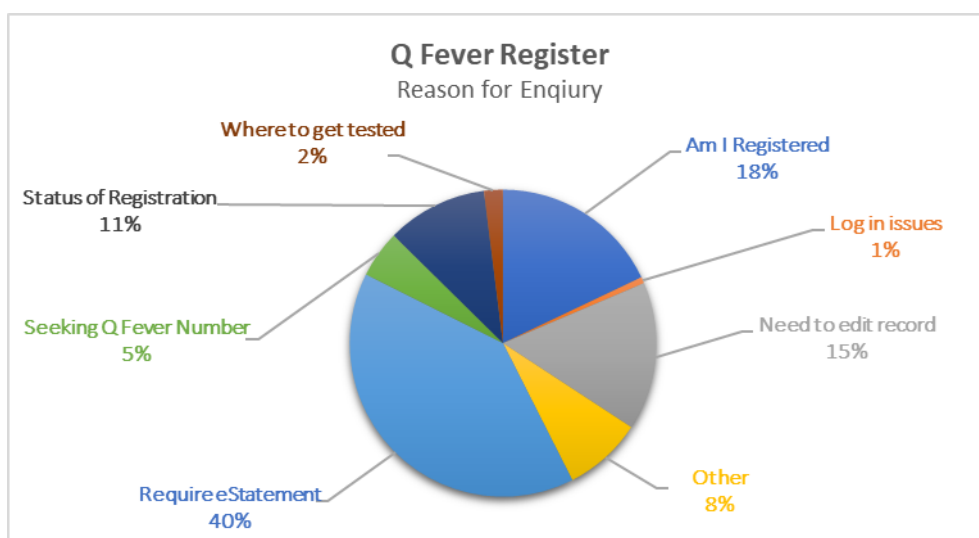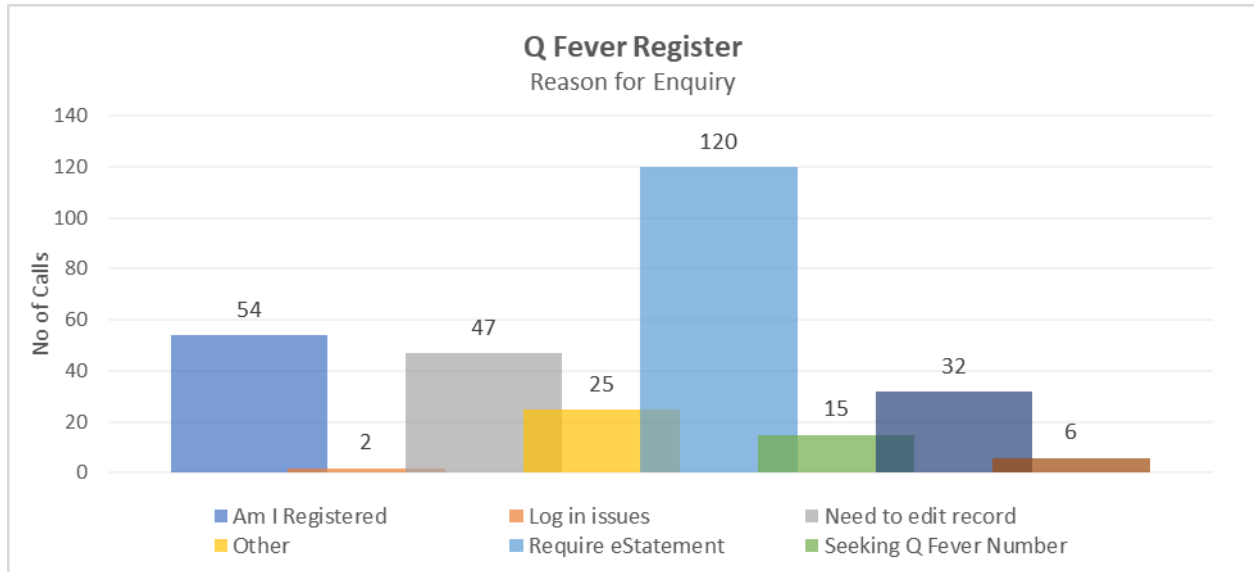**Figure 17: Distribution of enquiry types with helpline – December 2019**

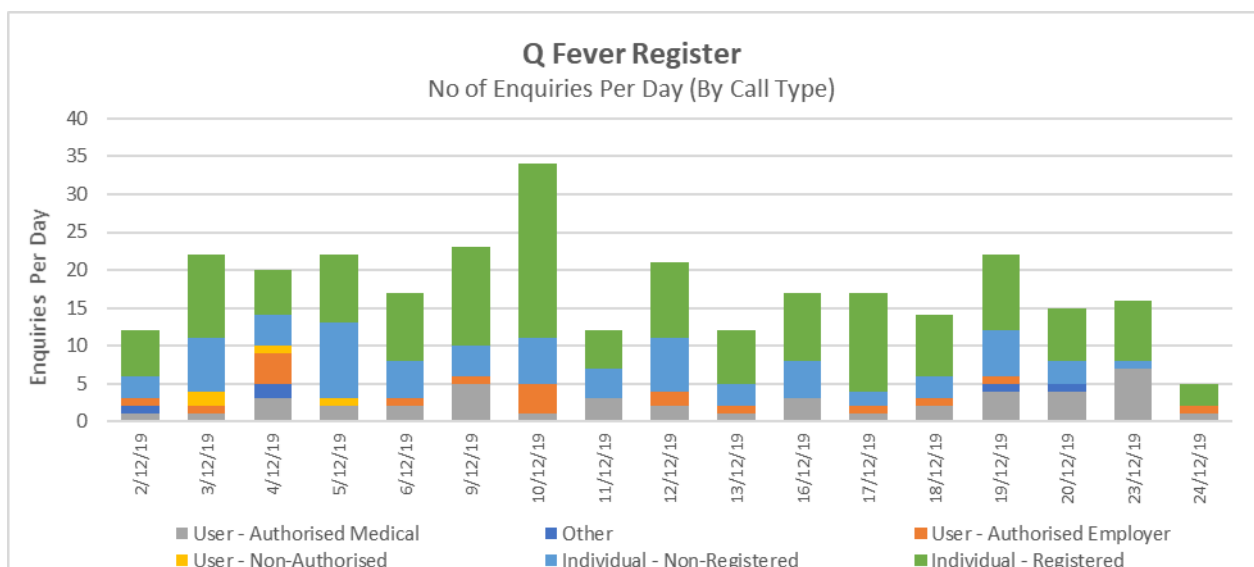**Figure 18: Enquiry Types with Helpline – December 2019**

Source of Enquiry

The source of enquiries is categorised in accordance with seven (7) types including **Individuals** (Registered and Non-Registered), **Authorised Users** (Employer, Medical, Other), **Non-Authorised Users** and **Other**.
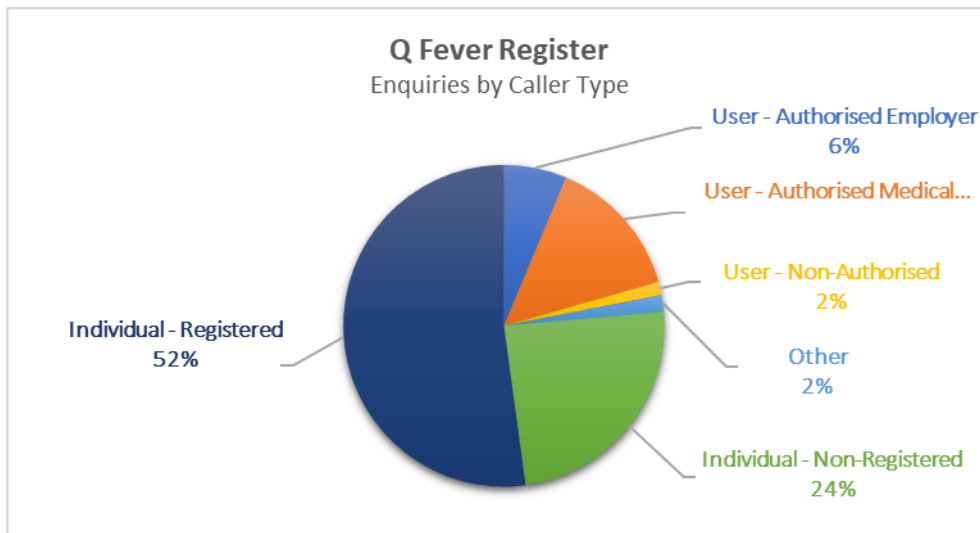
A breakdown of the source of enquiries during the reporting month is shown below:

Figure 19: Distribution of Enquiries by Caller Type – December 2019

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During the reporting month, most enquiries logged (calls and/or email) were from Registered individuals representing 51% of all enquiries, with a further 21% of all enquiries from non-registered individuals. A breakdown of all enquiries by sector type is shown below.

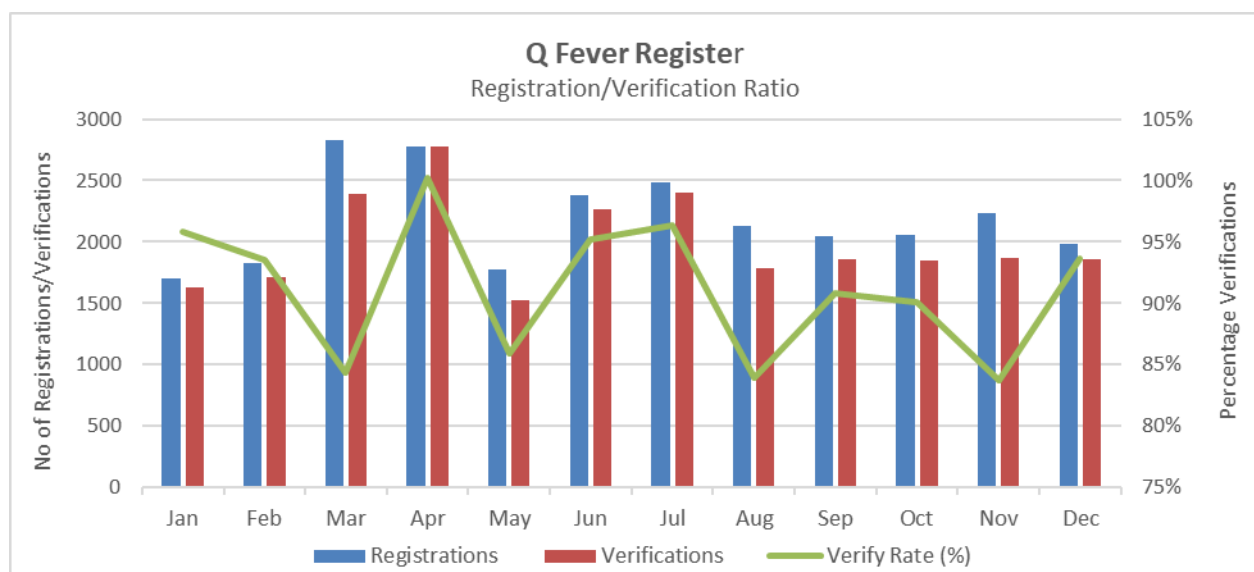**Figure 20: Breakdown of Enquiry by Caller Type – December 2019**

4.1.3 VERIFICATIONS

For the month of December 2019, Register Staff verified a total of **1,859** individual patient records.

This equates to a Verification to Registration (VR) Ratio of 94% This ratio serves as a guide to month to month service monitoring and performance.

Figure 21: Registration/Verification Ratio

4.1.4 eSTATEMENTS

An *eStatement* is automatically forwarded to an individual's nominated email address once their registration information is verified by Register staff. In addition to the above, a total of 764 *eStatements* were issued by the Register including 53 (6.9%) by individuals.
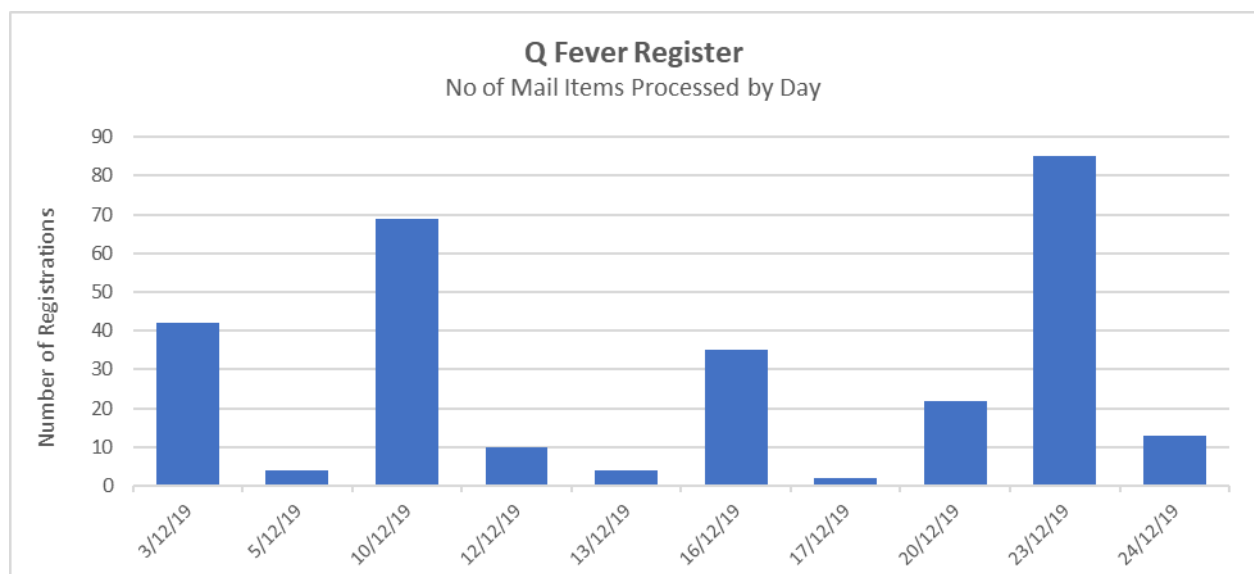
Table 6: Percentage of Enquiry Types – December 2019

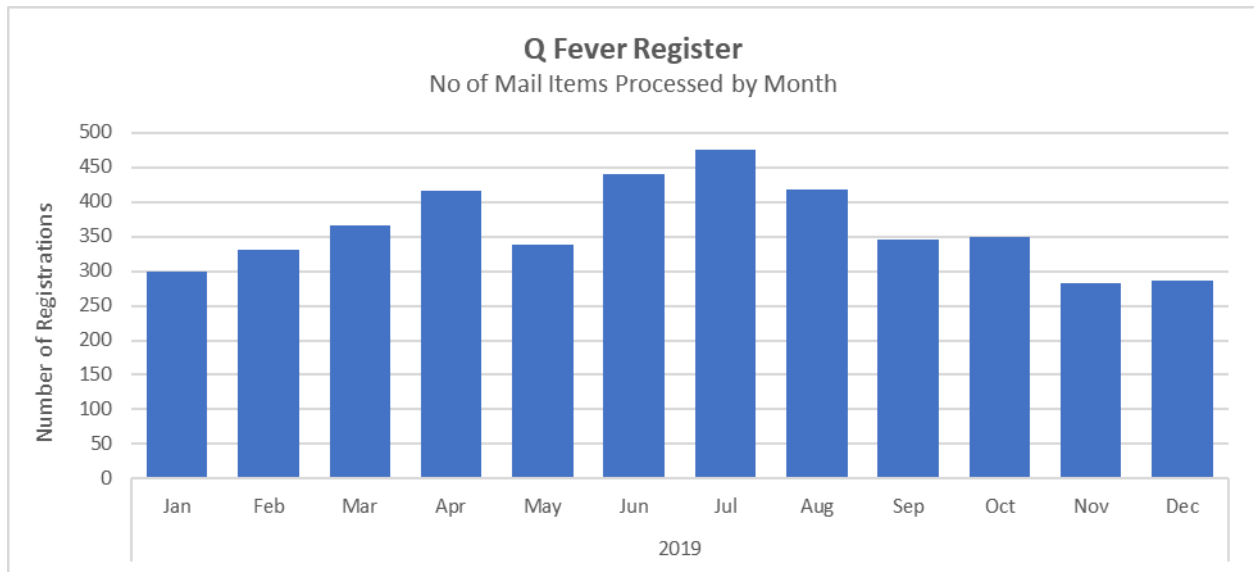| Item	eStatements Admin	eStatements User	eStatements Individual
No	262	116	21
%	65.7%	29.1%	5.3%

4.1.5 MAIL ITEMS

The volume of mail by Australia Post and processed in the month totalled **286** items.

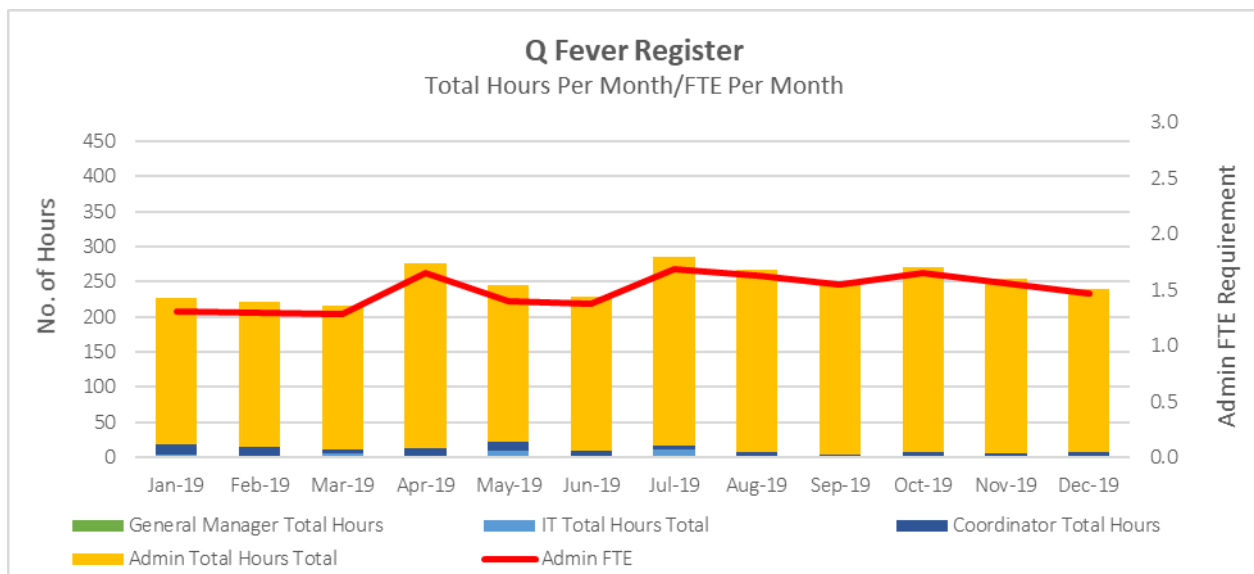**Figure 22: Volume of Mail Received Per Day – December 2019**

A summary of mail received by Australia Post for the last twelve months is shown in the table below.

4.2 RESOURCES

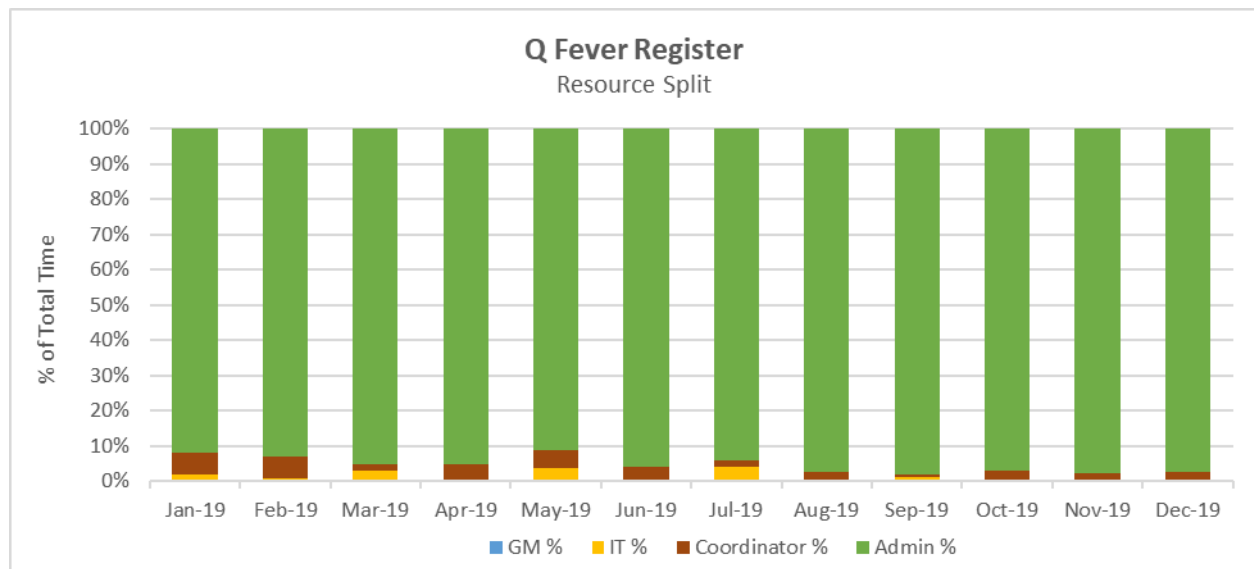During December, all available resources were utilised during the month to maintain service levels.

Figure 23: Total Resource Hours and Admin FTE Breakdown

For the month of December 2019, the total resource requirement for servicing the Register was **240.45** hours (**1.51** FTEs). The Administration component was 233.95 hours (1.47 FTEs), with the balance being Management and IT time.

The spilt of resources required for the month of December 2019 is shown below:

Figure 24: Total Resource Split

5.0   OVERALL PROGRESS OF THE PROJECT

Throughout the month, AUS-MEAT has kept AMPC informed of relevant issues as they arose.
On 23/12/2019, AUS-MEAT received and subsequently forwarded to AMPC a Legal Request for Patient Data - Avant Law. This was addressed by AMPC in January 2020.

6.0   CONCLUSIONS/ RECOMMENDATIONS

That AMPC notes:

- the operation of the Australian Q Fever Register during the month of December 2019,
- the continued requirement for additional resources over and above one (1) FTE to effectively service the resource requirements of the Register,
- the level of verification activity completed during the month.

END