



Management of the Australian Q Fever Register

Monthly Register Operation

PROJECT CODE: 2018-1148

MILESTONE NUMBER: 6

PREPARED BY: AUS-MEAT Limited

DATE SUBMITTED: 13/01/2021

The Australian Meat Processor Corporation acknowledges the matching funds provided by the Australian Government to support the research and development detailed in this publication.

Disclaimer:

The information contained within this publication has been prepared by a third party commissioned by Australian Meat Processor Corporation Ltd (AMPC). It does not necessarily reflect the opinion or position of AMPC. Care is taken to ensure the accuracy of the information contained in this publication. However, AMPC cannot accept responsibility for the accuracy or completeness of the information or opinions contained in this publication, nor does it endorse or adopt the information contained in this report.

No part of this work may be reproduced, copied, published, communicated or adapted in any form or by any means (electronic or otherwise) without the express written permission of Australian Meat Processor Corporation Ltd. All rights are expressly reserved. Requests for further authorisation should be directed to the Executive Chairman, AMPC, Suite 1, Level 5, 110 Walker Street North Sydney NSW.



TABLE OF CONTENTS

| | | |
|-----|---|----|
| 1.0 | EXECUTIVE SUMMARY | 3 |
| 2.0 | PROJECT OBJECTIVES | 3 |
| 3.0 | MILESTONE DESCRIPTION | 3 |
| 4.0 | MILESTONE OUTCOMES..... | 3 |
| 4.1 | CURRENT STATISTICS..... | 3 |
| | 4.1.1 TOTAL NEW REGISTRATIONS - PATIENTS..... | 3 |
| | 4.1.2 TOTAL NEW REGISTRATIONS - ORGANISATIONS AND USERS | 7 |
| | 4.1.3 REGISTER ENQUIRIES..... | 10 |
| | 4.1.3 VERIFICATIONS | 14 |
| | 4.1.4 eSTATEMENTS | 15 |
| | 4.1.5 MAIL ITEMS | 16 |
| | 4.2 RESOURCES..... | 17 |
| 5.0 | OVERALL PROGRESS OF THE PROJECT | 18 |
| 6.0 | CONCLUSIONS/ RECOMMENDATIONS..... | 18 |

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 2020**.

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.

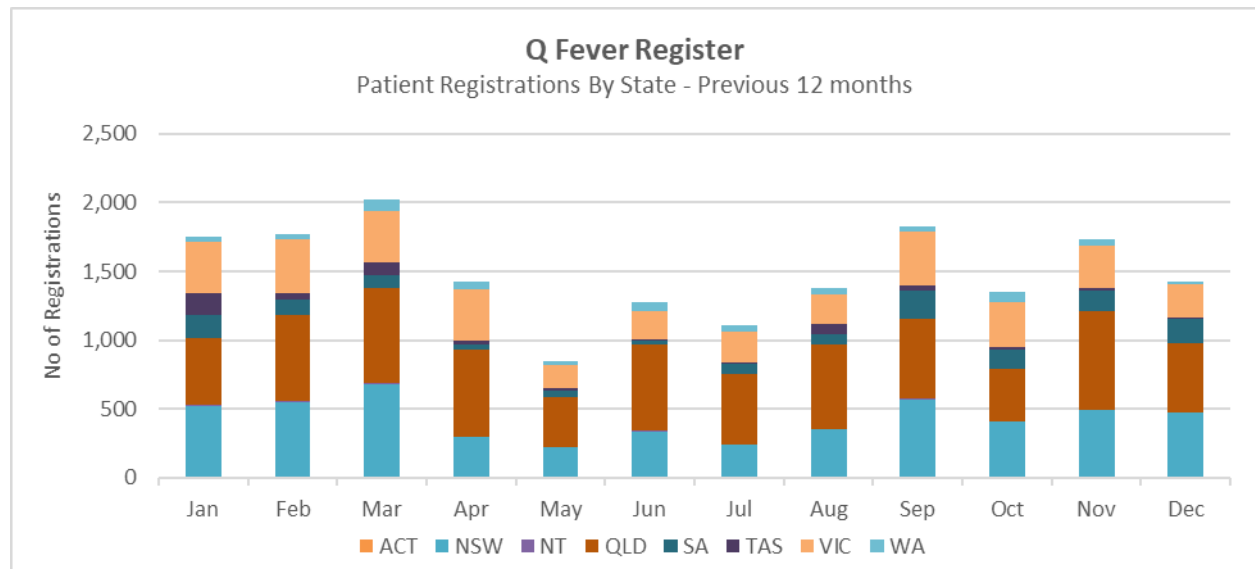
4.1.1 TOTAL NEW REGISTRATIONS - PATIENTS

During December, a total of **1,430** new registrations were recorded in the Register.

Overall registration activity in December was below average for the preceding two (2) month period (1,584) and slightly above the preceding 12-month period (1,378).

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

Figure 1: New Patient Registrations State



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

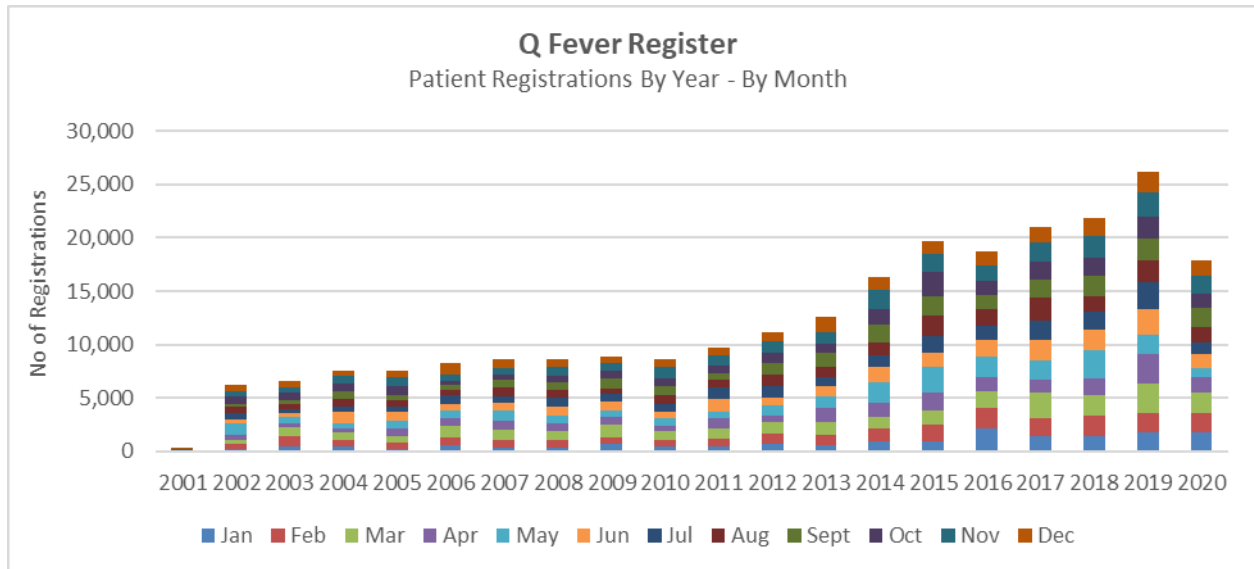
Table 1: Breakdown of Total New Patient Registrations by Month and Year

| Month | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Jan | 715 | 564 | 865 | 918 | 2,096 | 1,413 | 1,392 | 1,703 | 1,756 |
| Feb | 901 | 1,005 | 1,307 | 1,525 | 1,899 | 1,732 | 1,976 | 1,828 | 1,766 |
| Mar | 1,050 | 1,131 | 1,036 | 1,361 | 1,667 | 2,352 | 1,867 | 2,831 | 2,024 |
| Apr | 612 | 1,305 | 1,297 | 1,739 | 1,320 | 1,214 | 1,623 | 2,773 | 1,425 |
| May | 1,009 | 1,105 | 2,001 | 2,314 | 1,852 | 1,850 | 2,580 | 1,777 | 846 |
| Jun | 727 | 1,030 | 1,421 | 1,397 | 1,631 | 1,852 | 1,991 | 2,384 | 1,273 |
| Jul | 1,035 | 793 | 1,012 | 1,506 | 1,325 | 1,815 | 1,597 | 2,488 | 1,104 |
| Aug | 1,165 | 980 | 1,201 | 2,010 | 1,559 | 2,158 | 1,525 | 2,131 | 1,379 |
| Sep | 998 | 1,266 | 1,786 | 1,762 | 1,326 | 1,675 | 1,860 | 2,047 | 1,829 |
| Oct | 1,061 | 871 | 1,348 | 2,322 | 1,263 | 1,685 | 1,728 | 2,055 | 1,353 |
| Nov | 1,046 | 1,146 | 1,871 | 1,625 | 1,461 | 1,864 | 2,060 | 2,234 | 1,737 |
| Dec | 798 | 1,388 | 1,118 | 1,233 | 1,376 | 1,449 | 1,656 | 1,987 | 1,430 |
| Total | 11,117 | 12,584 | 16,263 | 19,712 | 18,775 | 21,059 | 21,855 | 26,238 | 17,922 |

Registration numbers for 2020 (17,922) are lower than the corresponding twelve (12) month period in 2019 (26,238).

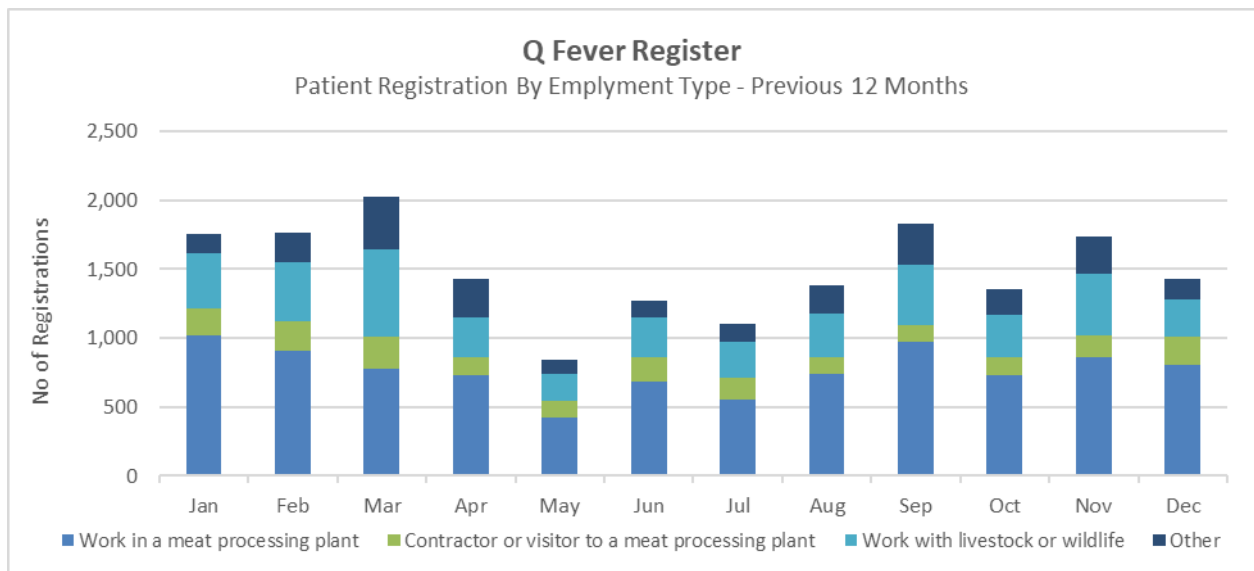
A summary of new Patient Registrations since commencement of the Register in 2001 is shown in the figure below:

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

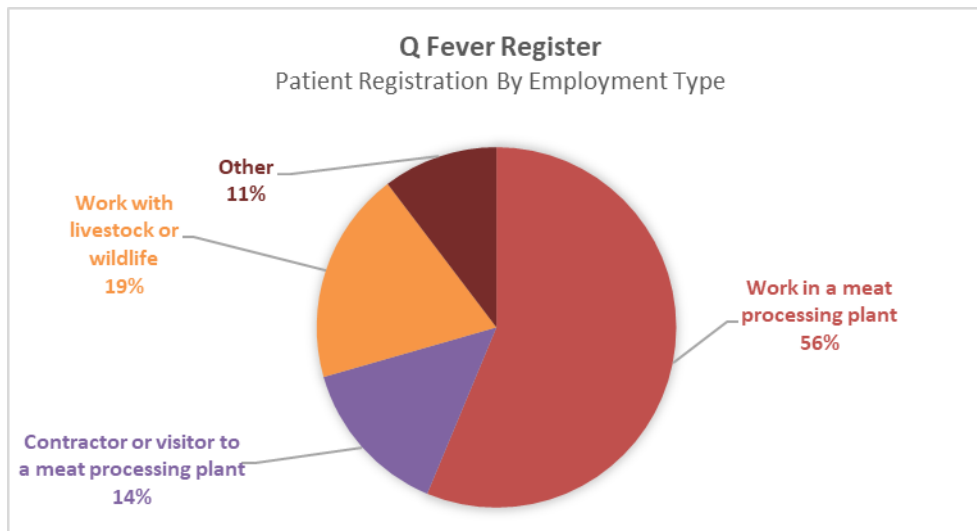


Of the registrations completed this reporting month, 805 (56%) were associated with individuals working in meat processing establishments with a further 204 (14%) of registrations associated with being a contractor or visitor to meat processing establishment.

A total of 273 (19%) of individuals identified as working with livestock or wildlife, with 148 individuals (10%) identified their employment type as "Other".

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

Figure 4: Distribution of New Registrations by Employment Type – December 2020

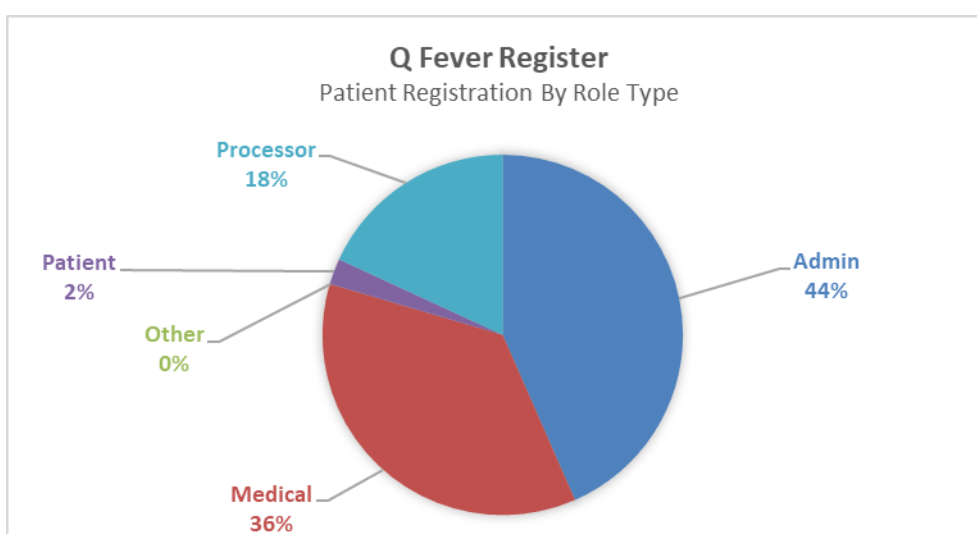


During the reporting month, 621 (43% cf. 49%) registrations were completed by Register staff. A review of data (for the preceding 12-month period) indicates that this is below the 12-month average. 517 registrations were completed by Medical Centres (36% cf. 27%), which is above the 12-month average.

The number of registrations by processors was 259 or 18% (cf. 21%), which is equal to the 12-month average. A small number of individuals (33 or 2%) completed their own registration.

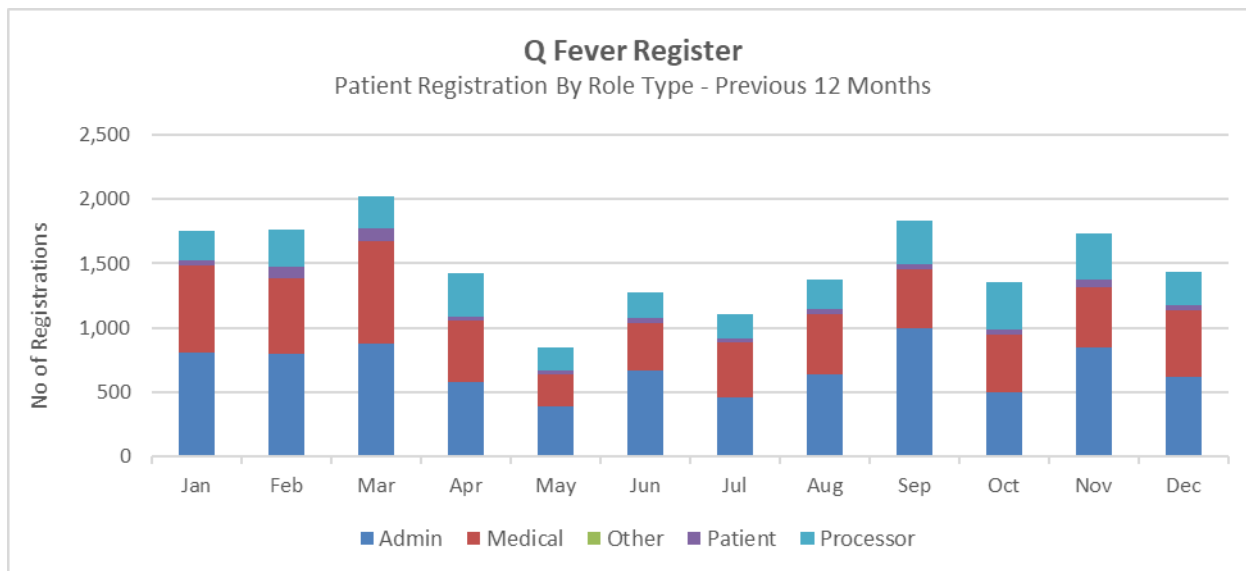
The distribution of *Patient Registrations by Role* for the reporting month is shown in the figure below:

Figure 5: Distribution of New Registrations by Role – December 2020



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



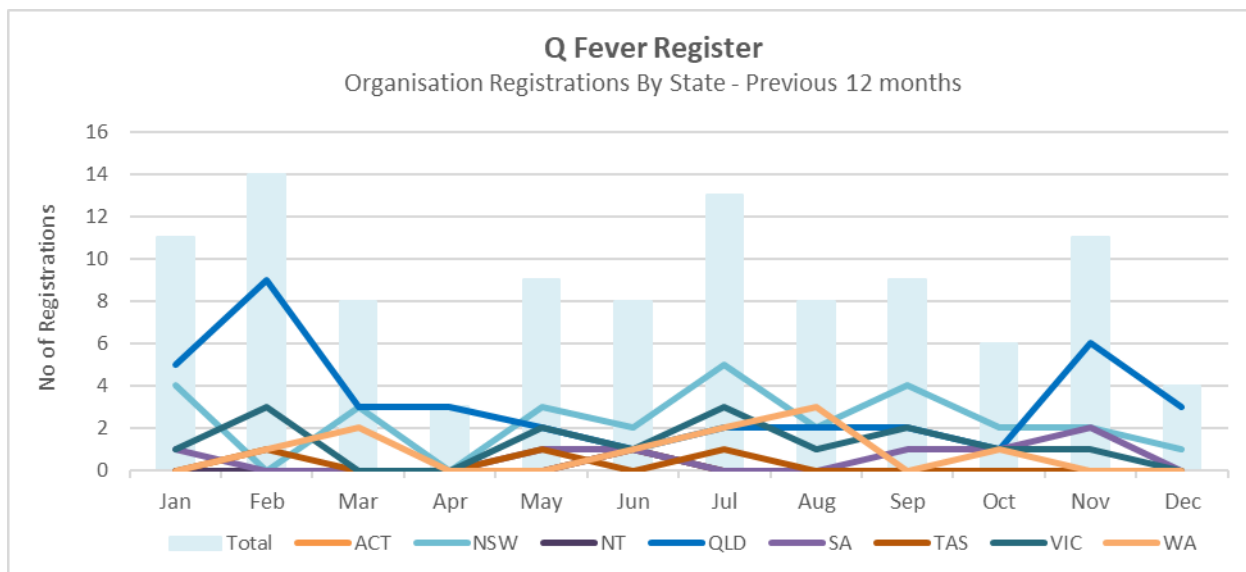
4.1.2 TOTAL NEW REGISTRATIONS - ORGANISATIONS AND USERS

During December, a total of **4** new Organisations and **15** 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.

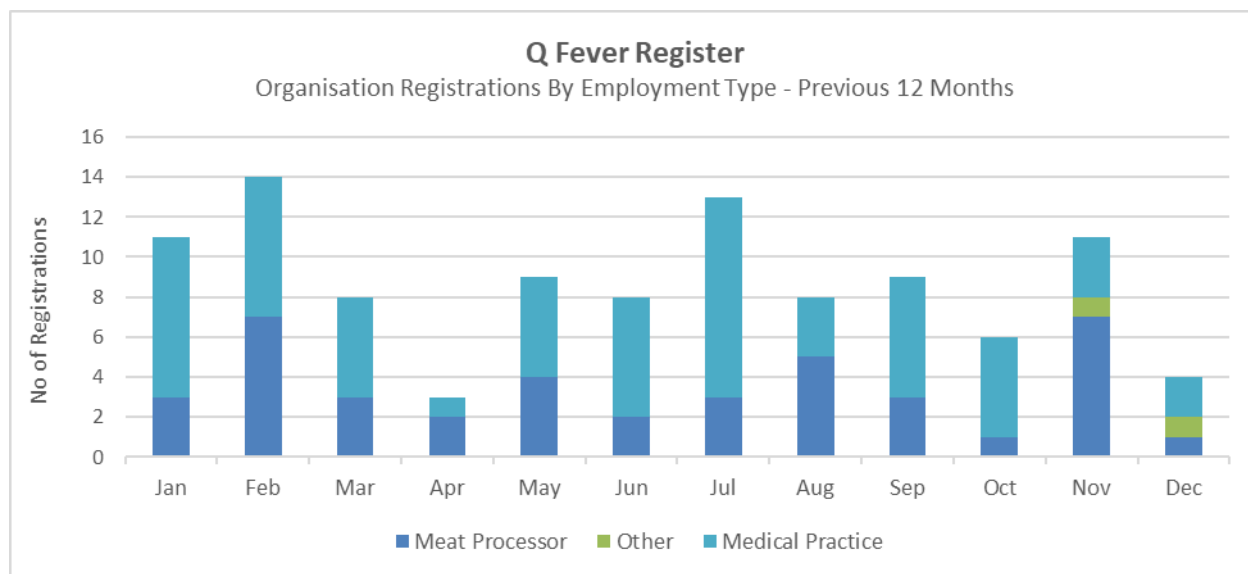
Figure 7: New Organisation Registrations by State - Previous 12 months



For the reporting month, 2 (20%) new **Organisation Registrations** were associated with Medical Centres, with the balance comprising Processor Organisations (1 or 25%) or Other (1 or 25%).

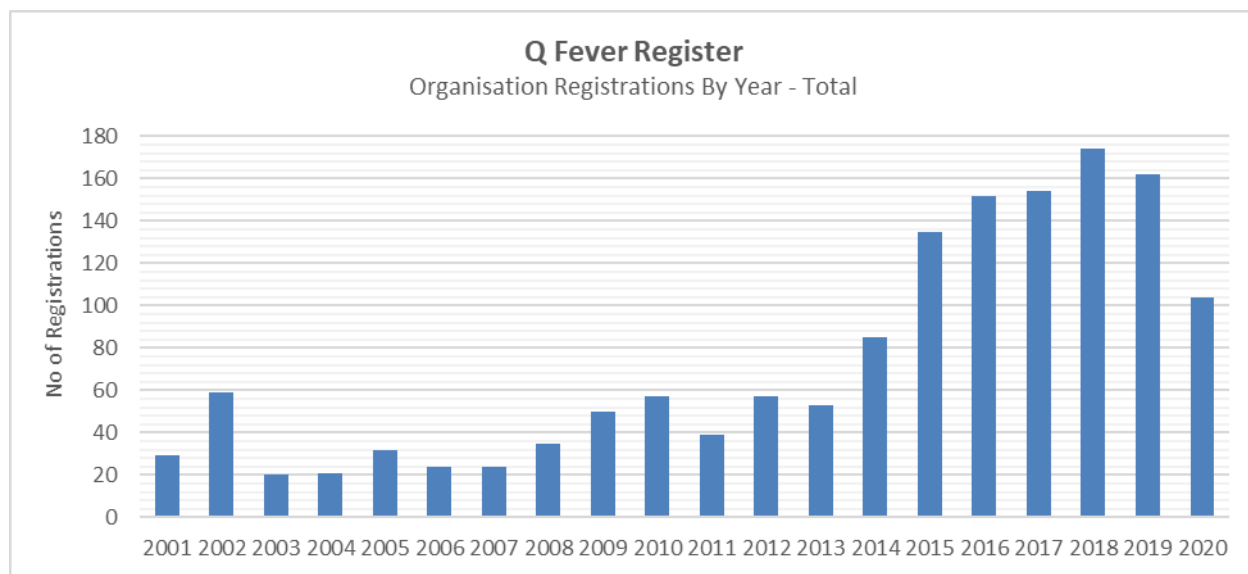
A summary of **Organisation Registrations by Employment Type** for the preceding 12 months is shown in the figure below:

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

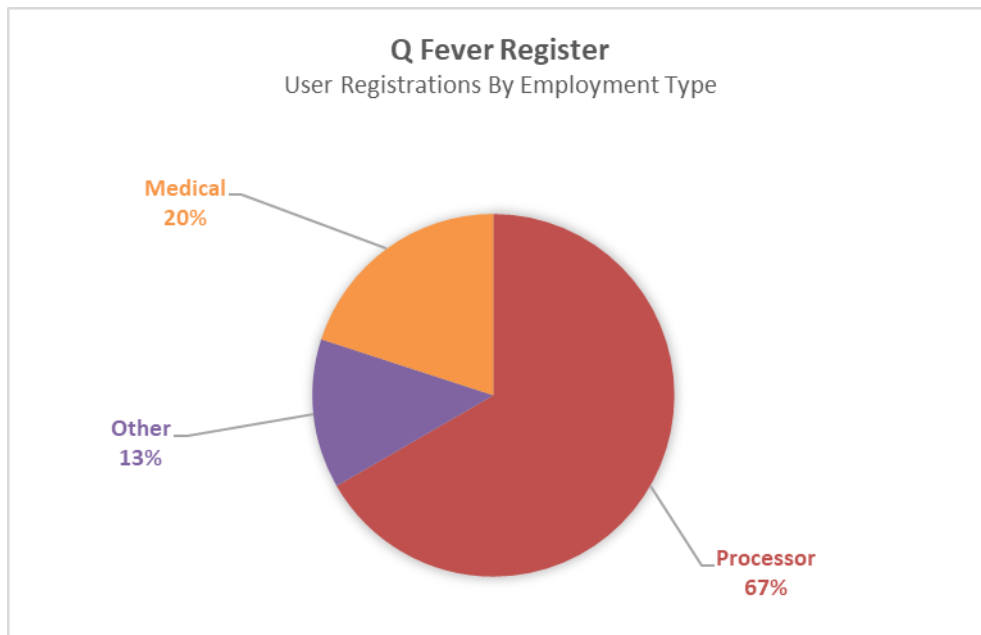


Authorised User Registrations

For the reporting month, 3 new **Authorised User Registrations** were associated with Medical Centres, and 10 associated with Processors (Industry), a further 2 were associated with organisations of type Other.

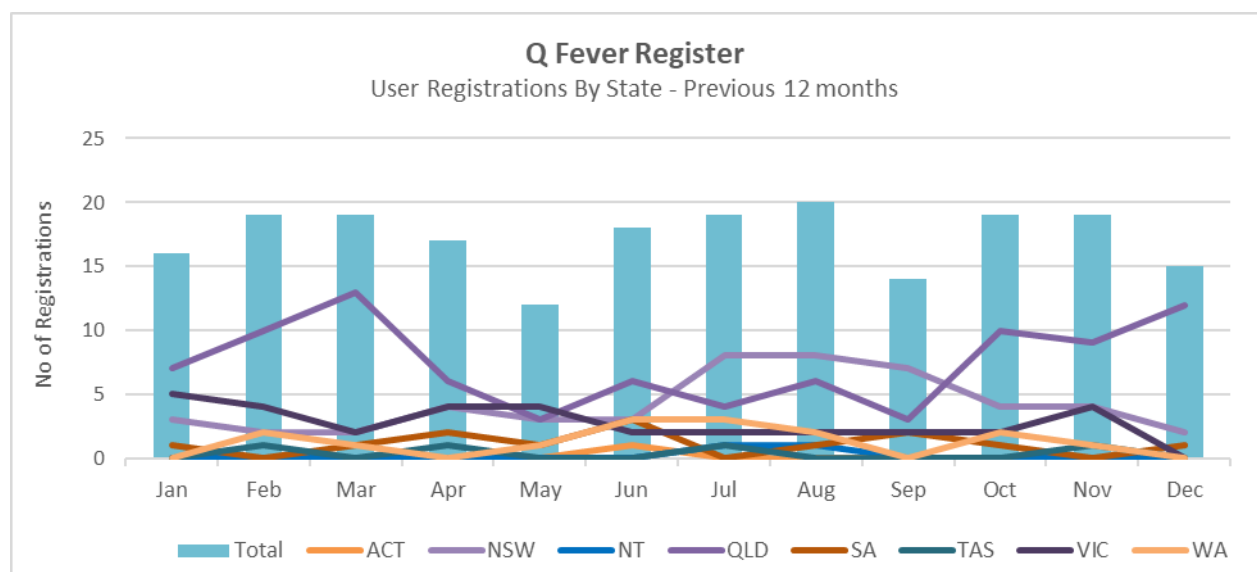
A summary of *User Registrations by Employment Type* for the reporting months is shown below:

Figure 10: New User Registrations by Employment Type – December 2020



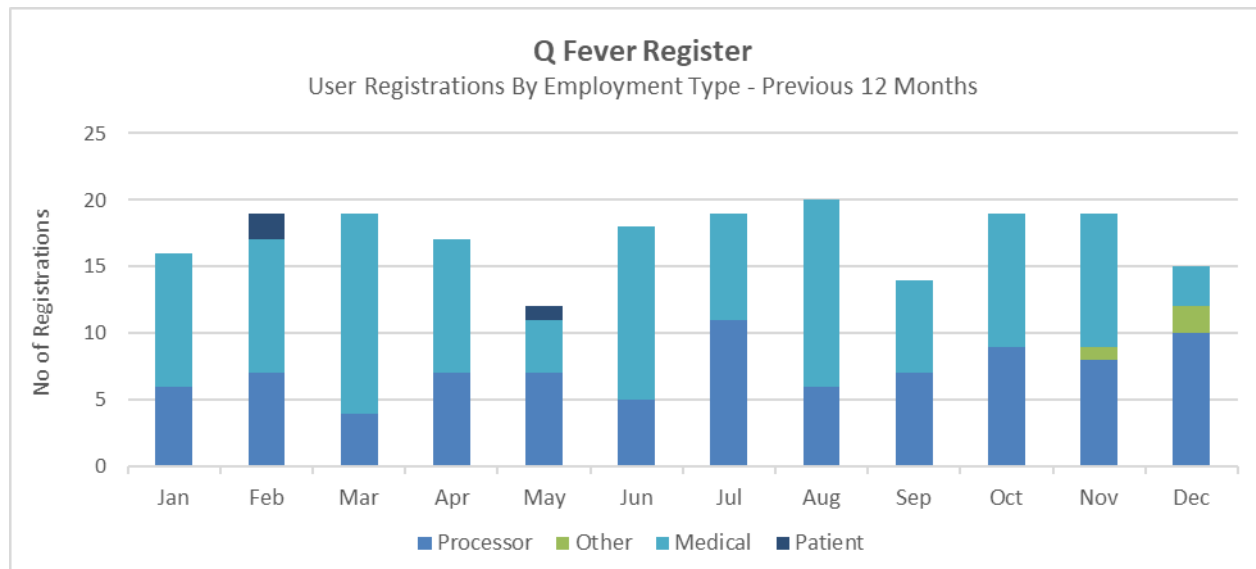
The distribution of new **User Registrations** for the preceding 12 months by State is shown below.

Figure 11: New User Registrations by State – Previous 12 months



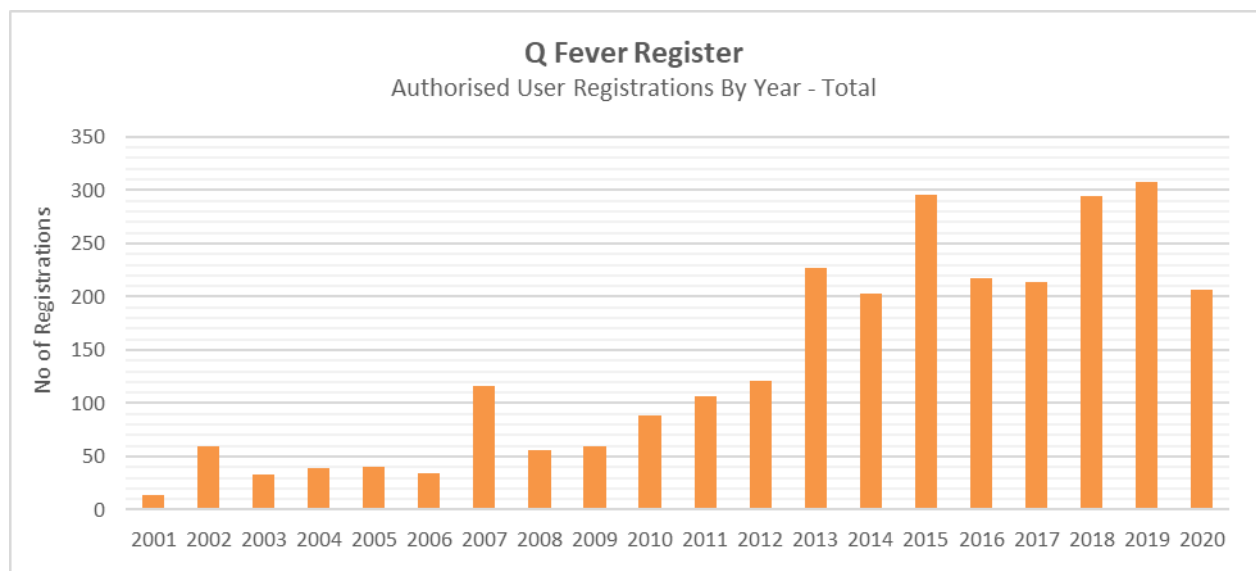
A summary of **Authorised User Registrations** by *Employment Type* for the preceding 12 months is shown in the figure below:

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



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

Figure 13: Authorised User Registrations – Historic



4.1.3 REGISTER ENQUIRIES

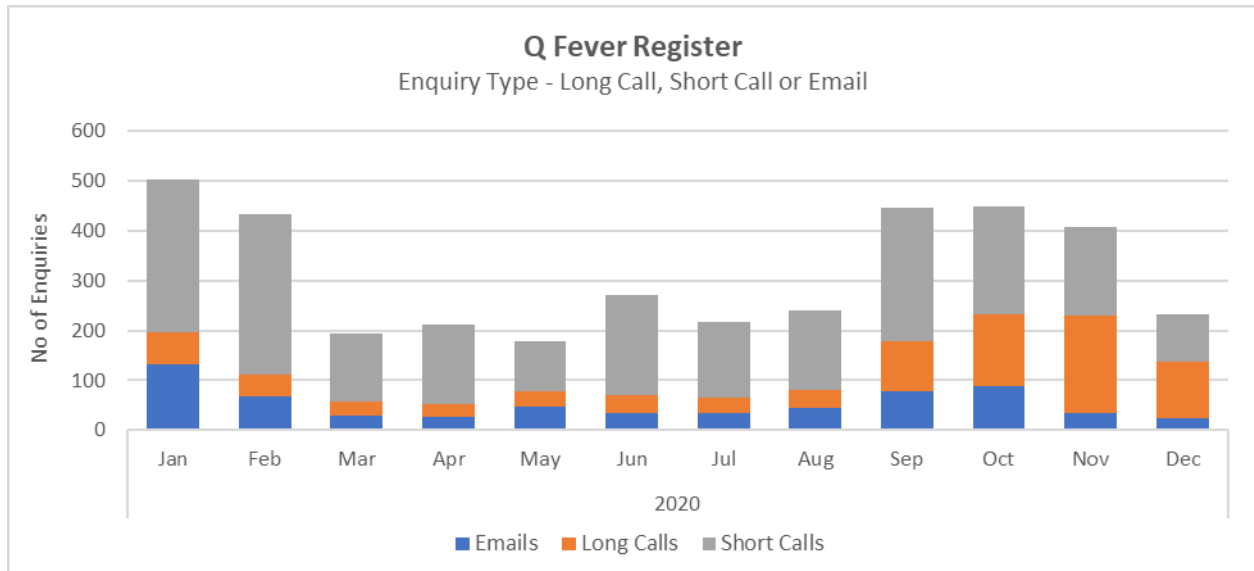
Details regarding enquiries received by the register helpline (1300 733 837) are outlined below:

For the month of December 2020, a total of **233** enquiries were logged.

Contact Type

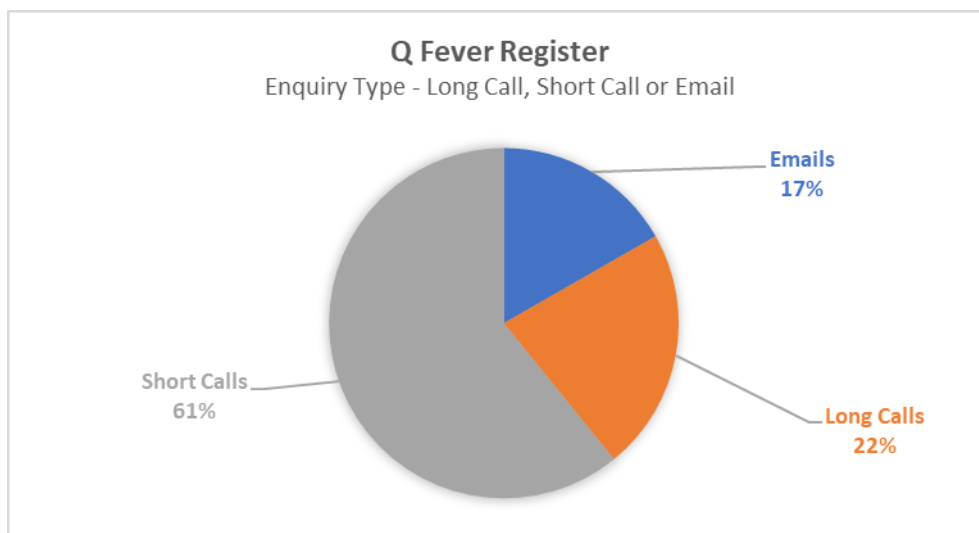
These are summarised below with calls classified as **Long Calls** (more than three (3) minutes duration) or **Short Calls** (less than or equal to three (3) minutes) and **Email**.

Figure 14: Number and type of contact with helpline – Previous 12 Months



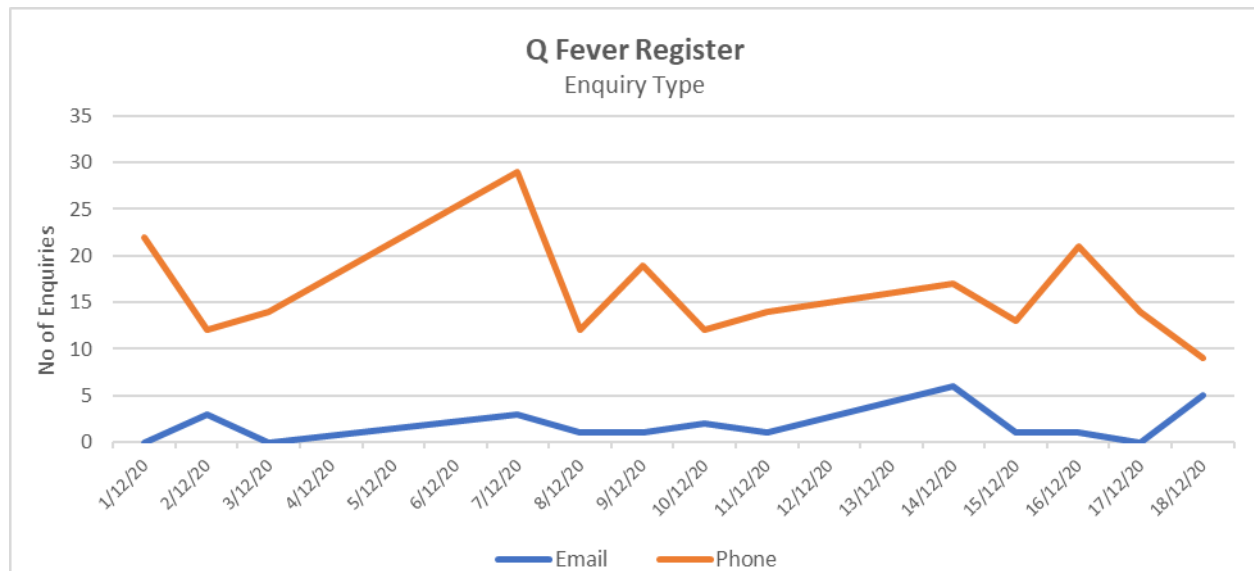
Of the enquiries logged in December 2020, 61% were Short calls, 22% Long calls and the balance (17%) by email.

Figure 15: Distribution of enquiry types with helpline – December 2020



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

Figure 16: Distribution of enquiry types by Day – December 2020



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 statement; (e) Seeking Q Fever Number; (f) Status of Registration; (g) Where to get tested and (h) Other.

During December 2020, most enquiries were in relation to individuals requiring an eStatement (43%).

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

Figure 17: Distribution of enquiry types with helpline – December 2020

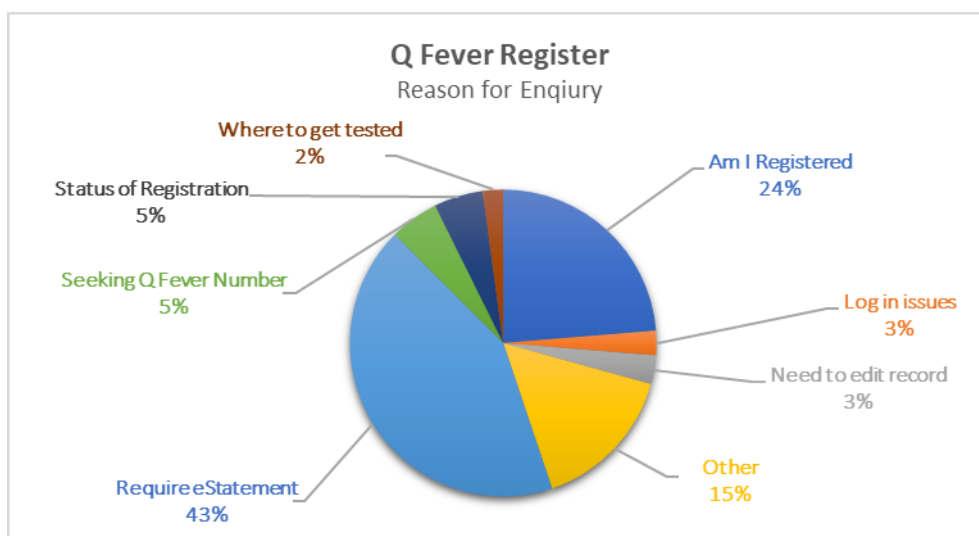
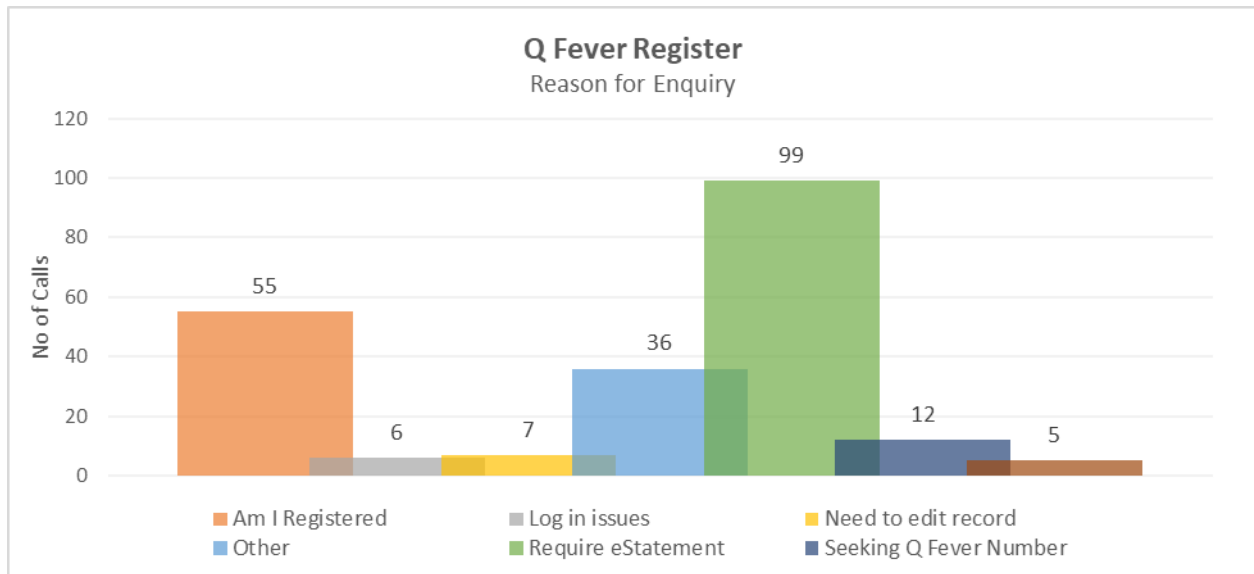


Figure 18: Enquiry Types with Helpline – December 2020

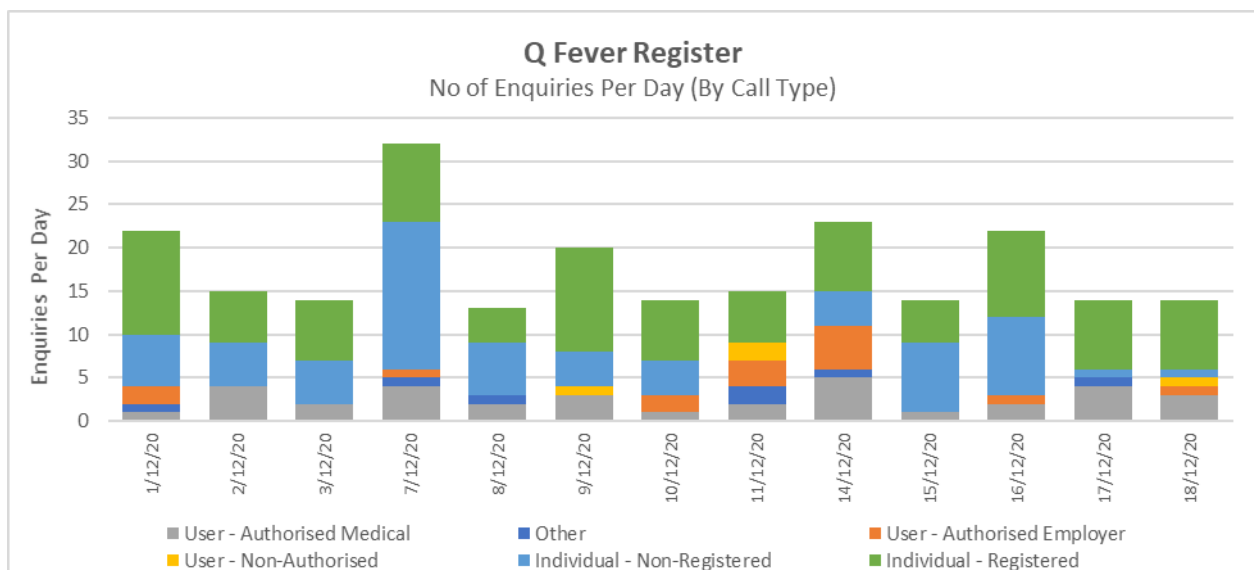


Source of Enquiry

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**.

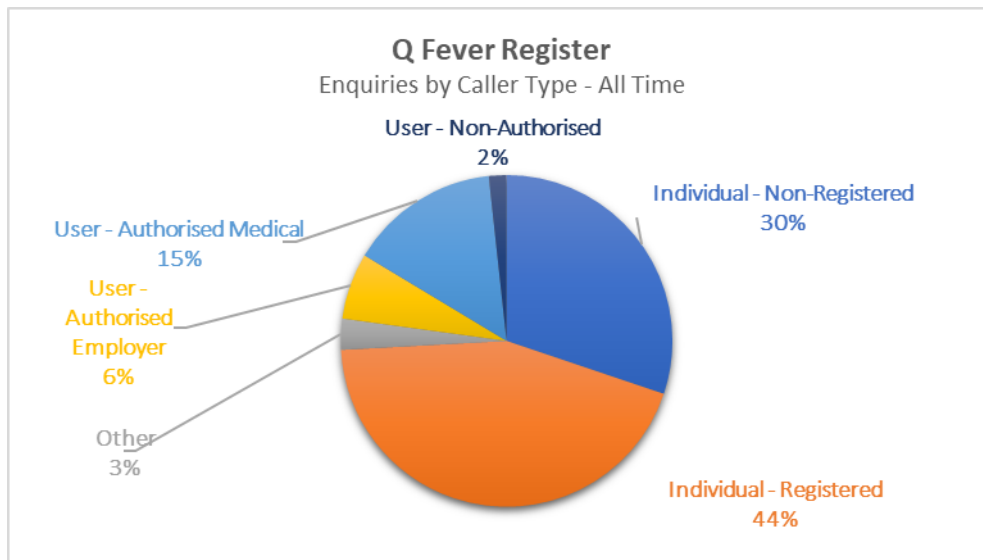
A breakdown of the source of enquiries during the reporting month is shown below:

Figure 19: Distribution of Enquiries by Caller Type – December 2020



During the reporting month, most enquiries logged (calls and/or email) were from Registered individuals representing 44% of all enquiries, with a further 30% 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 2020

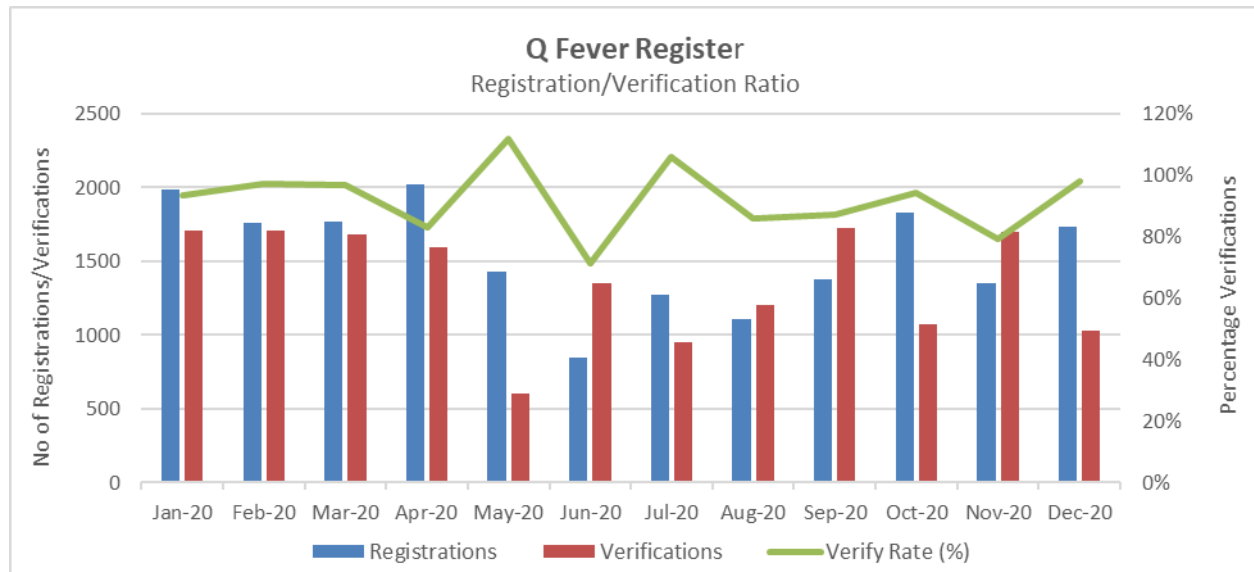


4.1.3 VERIFICATIONS

For the month of December 2020, Register Staff verified a total of **1,033** individual patient records.

This equates to a Verification to Registration (VR) Ratio of 72% 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 250 *eStatements* were issued by the Register including 42 (16.8%) by individuals.

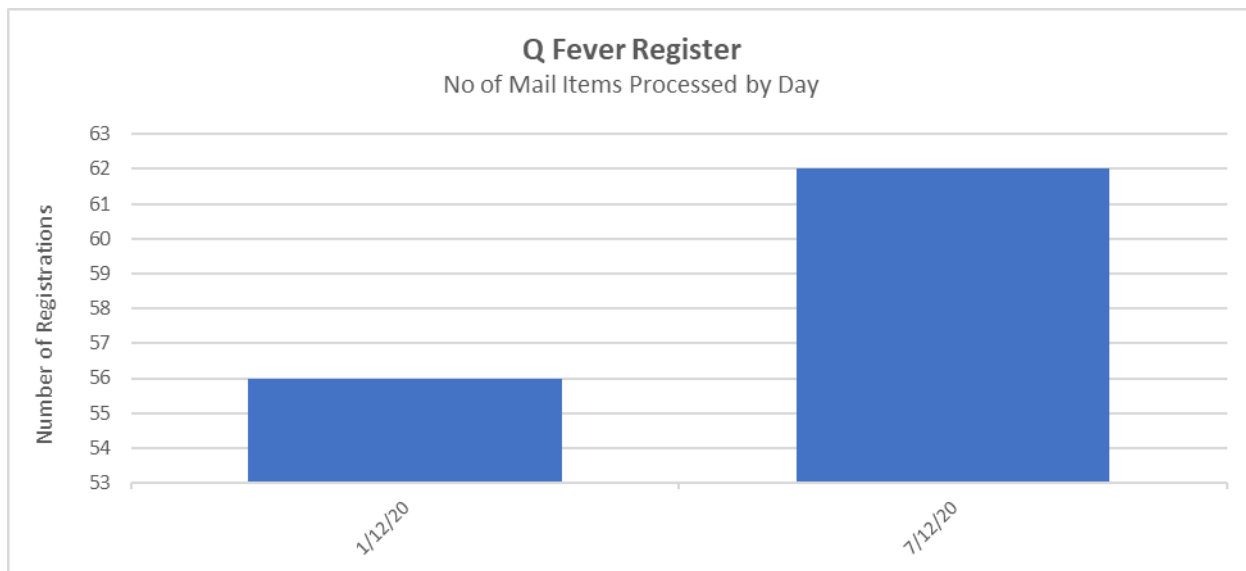
Table 2: Percentage of Enquiry Types – December 2020

| Item | eStatements Admin | eStatements User | eStatements Individual |
|------|-------------------|------------------|------------------------|
| No | 114 | 94 | 42 |
| % | 45.6% | 37.6% | 16.8% |

4.1.5 MAIL ITEMS

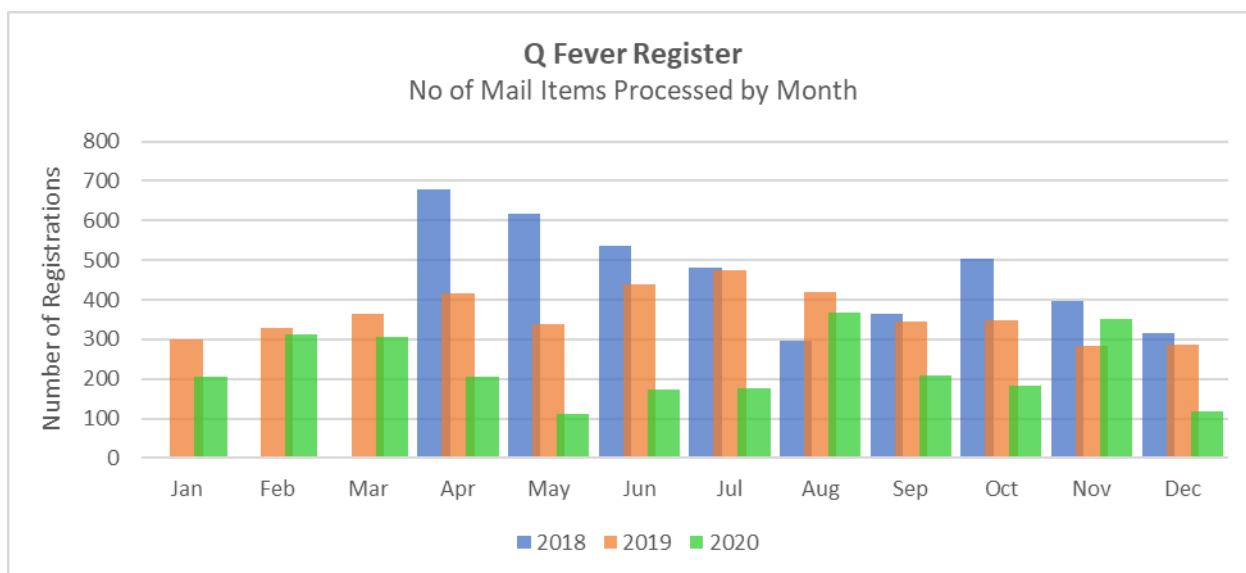
The volume of mail by Australia Post and processed in the month totalled **118** items.

Figure 22: Volume of Mail Received Per Day – December 2020



A summary of mail received by Australia Post is shown in the figure below.

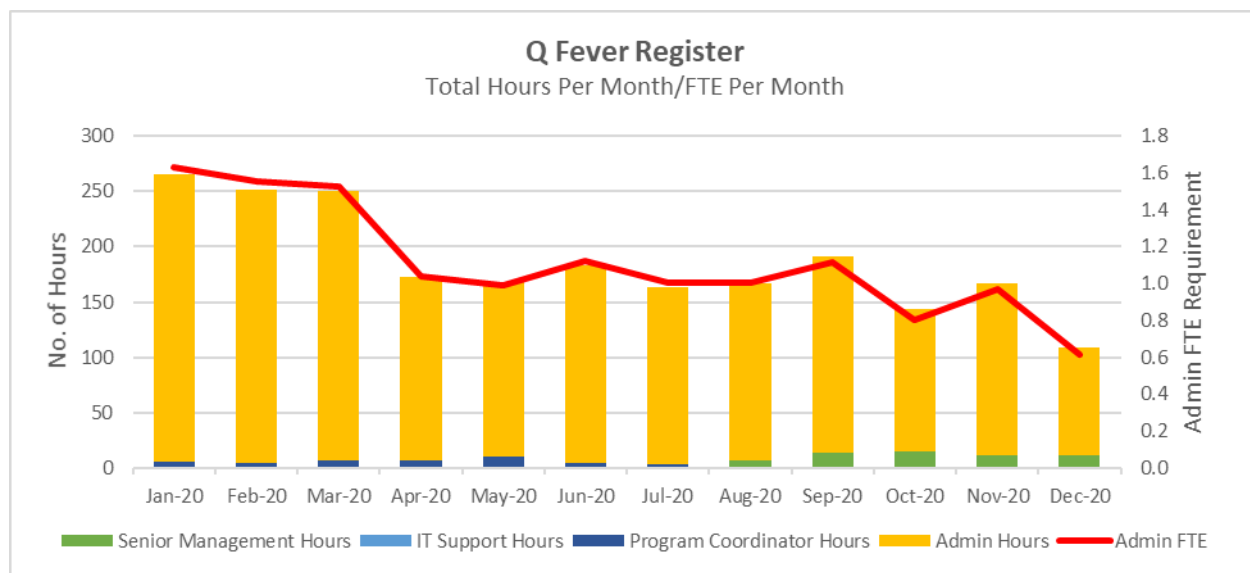
Figure 23: Volume of Mail Received by Month



4.2 RESOURCES

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

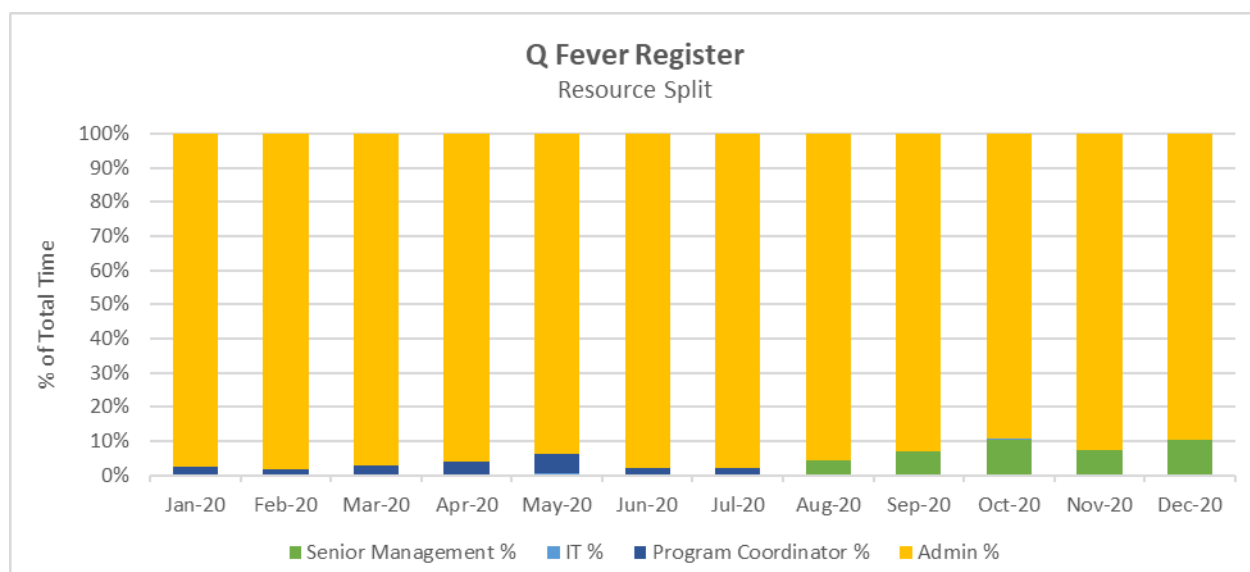
Figure 24: Total Resource Hours and Admin FTE Breakdown



For the month of December 2020, the total resource requirement for servicing the Register was **108.72** hours (**0.68FTEs**). The Administration component was 97.47 hours (0.61 FTEs), with the balance being Management and IT time.

The split of resources required for the month of December 2020 is shown below:

Figure 25: Total Resource Split



5.0 OVERALL PROGRESS OF THE PROJECT

Overall registration activity remains lower than average, however has stabilised over the last several months. Enquiries through the helpline and by email is also lower than average, attributed in part to the decrease in registration activity.

6.0 CONCLUSIONS/ RECOMMENDATIONS

That AMPC notes:

- the operation of the Australian Q Fever Register during the month of December 2020,
- the level of verification activity completed during the month.

END