

Disability Information Helpline - COVID-19

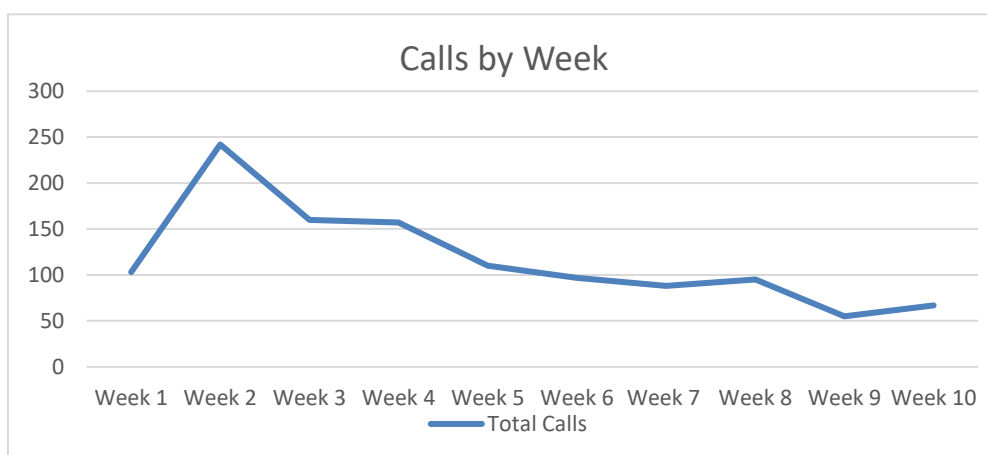
Report for week ending 17 June 2020

	This week	Previous week	Cumulative totals since commencement
Phone calls	67	55	1174
Web chat sessions	9	5	114
Counselling sessions	0	2	49
Referrals	34	48	894

Comments (including key contact and referral themes)

- Contact with the Helpline increased slightly this week however, no counselling sessions were offered.
- The key contact themes continued to relate to financial concerns or someone else's health.
- The Helpline most often referred callers to Services Australia and advocacy providers for further assistance, with referrals to the NDIA and the NDIS Quality and Safeguards Commission continuing to only contribute to a small number of the total number of referrals for the week.
- Communications activities are reaching the end of their four to five week cycle. There has been no evidence that these activities have impacted demand for the Helpline as majority of callers heard about the Helpline through Internet searches, the COVID Helpline or word of mouth rather than the promotional activities.

Calls by Week graphs



Visits to [dss.gov.au/disabilityhelp](http://www.dss.gov.au/disabilityhelp) (DSS' Disability Information Helpline webpage)

- There is a total of 2,221 visits to the www.dss.gov.au/disabilityhelp webpage this reporting period. This is slightly less than the previous reporting period.
- Most people are visiting the page directly, via Australia.gov.au, a Google search, Facebook and the Department of Health website.
- Whilst on the page most people viewed the information on the landing page and only a few people viewed linked information such as the fact sheets.
- Most people departed the website using the links out to other government agencies, such as Australia.gov.au, Services Australia, Department of Home Affairs (Coronavirus information), Department of Health, the NDIA and NDIS Commission.