

Our reference: **ACTHDFOI23-24.35**



Dear 

DECISION ON YOUR ACCESS APPLICATION

I refer to your application under section 30 of the *Freedom of Information Act 2016* (FOI Act), received by ACT Health Directorate (ACTHD) on **Tuesday 13 February 2024**.

This application requested access to:

'Under the FOI Act I would like to be supplied with any briefs or reports on glitches with take up and use of the MyDHR app, including but not limited to numbers of (a) successful versus unsuccessful downloads (b) downloads that have not been activated, don't operate or don't have full functionality (c) tests results which have not been received by (i) patients or (ii) their GPs and the success of otherwise of workarounds.'

I am an Information Officer appointed by the Director-General of ACT Health Directorate (ACTHD) under section 18 of the FOI Act to deal with access applications made under Part 5 of the Act. ACTHD was required to provide a decision on your access application by **Wednesday 27 March 2024**.

Decisions

CHS does not hold information relevant to the scope of your application, being brief or reports regarding the metrics outlined, in accordance with section 35(1)(b) of the FOI Act.

While no documents relating to the scope of your request could be found the Digital Services Division of ACT Health have provided information sourced from available data that may be relevant to your request.

The information has been extracted into one document holding the information about the subject of your access application. The document was created for the purpose of your request and captures analytical information sourced from the Google Play Store and the iOS App Store.

I have decided to grant full access to one document.

My access decisions are detailed further in the following statement of reasons and the documents released to you are provided as Attachment A to this letter.

Public Interest Factors Favouring Disclosure

The following factors were considered relevant in favour of the disclosure of the documents:

- Schedule 2, 2.1 (a)(i) promote open discussion of public affairs and enhance the government's accountability; and
- Schedule 2, 2.1 (a)(ii) contribute to positive and informed debate on important issues or matters of public interest.

Public Interest Factors Favouring Non-Disclosure

The following factors were considered relevant in favour of the non-disclosure of the documents:

- Not Applicable.

Charges

Processing charges are not applicable to this request.

Disclosure Log

Under section 28 of the FOI Act, ACTHD maintains an online record of access applications called a disclosure log. The scope of your access application, my decision and documents released to you will be published in the disclosure log not less than three days but not more than 10 days after the date of this decision. Your personal contact details will not be published.

<https://www.health.act.gov.au/about-our-health-system/freedom-information/disclosure-log>.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the FOI Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in ACT Health's disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601
Via email: ACTFOI@ombudsman.gov.au
Website: ombudsman.act.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Allara House
15 Constitution Avenue
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

Further assistance

Should you have any queries in relation to your request, please do not hesitate to contact the FOI Coordinator on (02) 5124 9831 or email HealthFOI@act.gov.au.

Yours sincerely

A handwritten signature in black ink, appearing to read 'H. Kaufmann', written in a cursive style.

Holger Kaufmann
Chief Information Officer
Office of the Chief Information Officer

18 March 2024

Under the FOI Act I would like to be supplied with any briefs or reports on glitches with take up and use of the MyDHR app, including but not limited to numbers of (a) successful versus unsuccessful downloads (b) downloads that have not been activated, don't operate or don't have full functionality (c) tests results which have not been received by (i) patients or (ii) their GPs and the success of otherwise of workarounds.

Questions A & B:

We can provide statistics for number of downloads from the app stores, however the analytics provided by both the Google Play Store and the iOS App Store don't provide information regarding "unsuccessful downloads".

Similarly, there are no analytics available from the stores for apps that have "not been activated". There are analytics in Google Play Store for "active" users (opened the app in the last 30 days), the iOS App Store provides similar information. This metric should be used with caution as "active" users does not mean the app is not in use on a device, it just means it hasn't been opened recently by the user. It also does not describe whether the user has logged in to MyDHR via the app.

- **Android:**
 - 17,940 total downloads
 - 12,923 active installed apps (active indicates app opened in the last 30 days)
 - 12 users uninstall per month (rolling average)
 - 163 total app crashes (for life of app – 475 days)
 - * There was a spike of 397 crashes in November at launch. Presumably this was a bug at launch that has since been fixed. I have excluded this from the number above as it is a statistical outlier.

- **iOS:**
 - 37,408 total downloads
 - 2,300 active last 30 days (rolling daily average)
 - 1366 total app uninstalls
 - 123 total app crashes (for life of app – 475 days) – App Store reports a crash rate of 0.03%

- **Combined:**
 - 55,348 total downloads

Question C:

All results are released to MyDHR, however, some are delayed. The delay in release is to allow clinicians time to follow up with consumers when a result may be life changing.