

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2016-2017 Additional Estimates Hearings

Outcome Number: 2.1 Families and Communities

Question No: SQ17-000251

Topic: 1800RESPECT

Hansard page: Written

Senator Louise Pratt asked:

I refer to the letter from Minister Porter to the shadow assistant minister for preventing family violence of 28/02/17, in which the Minister referred to, inter alia, call wait times. Can the department provide data to substantiate the minister's claim that MHS is satisfied that calls were being transferred sufficiently promptly to RDVSA to enable the latter to meet its call answer times KPI?

Answer:

Please note that the reference in the letter from Minister Porter was to wait times for calls prior to the introduction of the triage system (page 3 of the letter from 27 February 2017).

Prior to the introduction of the new model in August 2016, the 1800RESPECT telephony system was programmed to immediately refer callers to Rape and Domestic Violence Services Australia (R&DVSA) for specialist counselling support, after they had listened to a short welcome message. No data was collected on this process as it occurred automatically. As stated in the Minister's letter, the timing of the call wait time for R&DVSA commenced at the conclusion of the welcome message.