

15.11.17

Ms Ann Palmer  
Committee Secretary  
Senate Finance and Public Administration Committee  
Ann.Palmer@aph.gov.au

Dear Ms Palmer

Please find below responses to the additional questions asked of Rape & Domestic Violence Services Australia at the Public Administration References Committee Senate Inquiry into the delivery of National Outcome 4 of the National Plan to Reduce Violence Against Women and their Children.

#### Questions from the Chair

Q What are the five streams of the 1800RESPECT service?

A 1800Respect advertised line  
1800RESPECT Recontacts Service  
1800RESPECT Online Service  
MYLINE  
Partner's Line

Q How are occasions of service measured?

A As per Schedule 3 of the sub contract provided by Medibank to Rape & Domestic Violence Services Australia the following information titled 'contacts handled' is required:

- Inbound calls answered
- Online counselling contact answered
- Outbound calls
- Clinical related emails sent
- Mylines contacts

Rape & Domestic Violence Services Australia refers to this as 'occasions of service'. It is noted that Rape & Domestic Violence Services Australia raised concerns about reporting items, and how those items were calculated and gathered from 2010 onwards with both Medibank and DSS. Rape & Domestic Violence Services Australia's concerns were never addressed.

Q Breakdown the 42,000 'unanswered calls, how many were associated with inbound calls and how many are associated with other services.

A In the 2015/16 financial year:

Inbound calls	61,059
MyLine contacts	1,357
1800RESECT online contacts	7,971
Recontacts	<u>4,795</u>
Total Demand	75,182

In the same period contacts handled were = 56,505

1800RESPECT advertised number	20,081
1800RESECT online contacts	2,854
Outbound calls	32,827
MyLine contacts	507
Partner service contacts	<u>236</u>
Total	56,505

Note: 2,473 clinically related emails not included

Unmet demand = 18,667 or 25% of demand  
This means 75% of demand was met.

In calculating the claimed 33% response rate Medibank calculated the 20,081 calls to the 1800RESPECT advertised service that were answered by a counsellor as being 33% of the total of incoming calls being 61,059. This calculation does not take into account the Myline, Online, Partner or Recontacts services. These services are all part of the 1800RESPECT service. Incoming calls are answered in order of presentation as directed by the Medibank phone system. Additionally the Medibank calculation did not include call backs to clients.

**Questions from Senator Patterson**

**Q** What did the response rate improve to with the additional funding provided in 2015/16

**A**

	Contacts handled	Increase in contacts handled on previous year	Annual funding increase	Income pa
2011/12	20,465			2,749,192
2012/13	28,393	39%	3%	2,848,492
2013/14	43,677	54%	51%	4,302,085
2014/15	44,837	3%	27%	5,478,084
2015/16	59,578	33%	35%	7,396,408
Increase in contacts handled 2011/12 to				191%

2015/16				
Increase in funding 2011/12 to 2015/16				169%

Note: the funding increase in 2014/15 resulted in a 'contacts handled' increase in the following year. This is due to the timing of the funding allocation and that it takes three months to recruit, train and place a trauma specialist counsellor. Medibank and DSS were informed and said they understood and accepted this.

Q Where did the 42,000 figure come from?

A This is the difference between the calls to the advertised 1800RESPECT line (61,059) and the calls answered by a counsellor (20,081). This equals 40,978. As stated this is not accurate.

#### Questions from Senator Kakoschke-Moore

	As at							
	30.6.11	30.6.12	30.6.13	30.6.14	30.6.15	30.6.16	30.6.17	28.10.17
Number of people employed by Rape & Domestic Violence Services Australia since 2010	46	60	60	91	112	145	147	118
How many were counsellors	42	53	54	77	89	120	120	89
How many were support staff	4	7	6	14	23	25	27	29
How many were part time	39	52	52	80	87	114	115	77
How many were full time	7	8	8	11	25	31	32	41
How many redundancies took place								45
How many counsellors were made redundant								39
How many were part time								28
How many were full time								17

Please note the total number of staff for each full year reflects staff movement over that 12 months.

Rape & Domestic Violence Services Australia was informed of the change to contract on the 10.8.17 and staff were immediately informed. From that time forward staff began to look for other work and some resigned. Positions were replaced with casual or contract staff. This is reflected in the decrease in staff numbers from the 30.6.17 to the 28.10.17.

On the 10.8.17 the organisations staff compliment was 120+. In estimating redundancies it was stated that the 75% funding reduction offered by the Medibank sub contract would result in approximately 50 redundancies. This estimate was based on the proportion of the organisation's total income that was represented by 1800RESPECT funding and the corresponding proportion of staff.

When Rape & Domestic Violence Services Australia withdrew from the 1800RESPECT service the number of expected redundancies was increased to 70, again based on the proportion of funding and staff represented by 1800RESPECT.

It was also noted that if redundancies were not funded, leading to the organisation liquidating, 100+ (in fact 118) people would be made redundant.

As stated between mid August and the end of October resignations were high. Redundancy was funded by stripping the organisations of all of its assets and with assistance from a number of donations.

The outcome was 45 redundancies, 39 of those being counsellors.

Thank you

Yours sincerely

Karen Willis  
Executive Officer