

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 8 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 6

Member: Senator McAllister

Type of question: Pre-hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Medicare Health Service (MHS) contract/service agreements with Australian Government regarding 1800 RESPECT from start to current agreement [All agreements up to 30 June 2018].

Answer:

The Department provided a copy of the current contract to the Committee on 16 November 2017.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 8 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 7

Member: Senator McAllister

Type of question: Pre-hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

MHS contract/service agreements with RDVSA [all agreements up to 30 June 2017 (extended to 29 October)].

Answer:

As advised by email on 7 November 2017, the Department has a contractual relationship with Medibank Health Solutions (MHS) to deliver 1800RESPECT, not Rape and Domestic Violence Services Australia (RDVSA). RDVSA was subcontracted by MHS to deliver the service.

This question should be referred to MHS.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 8 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 8

Member: Senator McAllister

Type of question: Pre-hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Current MHS contract/service agreement with DVConnect in Queensland, Women's Safety Services in South Australia and Safe steps Family Violence Response Centre in Victoria.

Answer:

As advised by email on 7 November 2017, the Department has a contractual relationship with Medibank Health Solutions (MHS) to deliver 1800RESPECT, not the panel organisations. DVConnect, Women's Safety Services and Safe Steps have been subcontracted by MHS to deliver the trauma specialist counselling component of the service.

This question should be referred to MHS.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 8 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 9

Member: Senator McAllister

Type of question: Pre-hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

A copy of the 2017 tender documentation from MHS to 1800RESPECT.

Answer:

The Department does not have a copy of the tender documentation. The Department has a contractual relationship with Medibank Health Solutions to deliver 1800RESPECT. MHS is responsible for any subcontracting arrangements, including the procurement approach and documentation.

This question should be referred to MHS.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 8 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 10

Member: Senator McAllister

Type of question: Pre-hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

List of Key Performance Indicators (KPIs) and milestones required, and service level data under each agreement listed above [all agreements up to 30 June 2018].

Answer:

The Department provided a copy of the current contract with Medibank Health Solutions to the Committee on 16 November 2017. This includes the Key Performance Indicators and milestones and service level data required.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 8 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 11

Member: Senator McAllister

Type of question: Pre-hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

List of data and performance metrics collected in the quarterly and annual reports by RDVSA 1800 RESPECT and proposed data and performance metrics for by the provider consortium DV Connect, WSS and Safe Steps [all agreements].

Answer:

These organisations were subcontracted by MHS to deliver the trauma specialist counselling component of the service.

This question should be referred to MHS.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 8 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: Second Action Plan of National Plan to Reduce Violence Against Women and Their Children / ANROWS

Question reference number: QoN 12

Member: Senator McAllister

Type of question: Pre-hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

The KPMG evaluation of the Second Action Plan and review of ANROWS report [2016].

Answer:

The KPMG evaluation of the Second Action Plan is publically available on the 'Women's Safety' page of the Departments website. It can be found at: <https://www.dss.gov.au/our-responsibilities/women/publications-articles/reducing-violence>.

The KPMG evaluation of the ANROWS report is also publically available. It can be found at: <https://www.dss.gov.au/our-responsibilities/women/publications-articles/reducing-violence>.

**Senate Finance and Public Administration
References Committee**

INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN

PUBLIC HEARING 8 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Second Action Plan of National Plan to Reduce Violence Against Women and Their Children

Question reference number: QoN 13

Member: Senator McAllister

Type of question: Pre-hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

The KPMG presentation on the evaluation and recommendations [March 2016].

Answer:

KPMG did not prepare a presentation of the evaluation of the Second Action Plan or ANROWs report.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 8 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 14

Member: Senator McAllister

Type of question: Pre-hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

A progress report from Government and MHS on the 43 recommendations of the Women with Disabilities Australia report on adequacy and accessibility of 1800RESPECT [current].

Answer:

As advised by email on 7 November 2017, the Department did not commission this report. It was prepared by MHS and Women with Disabilities Australia. Any questions about this report should be referred to MHS.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 8 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 15

Member: Senator McAllister

Type of question: Pre-hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

A copy of MHS staff guidelines for call times, referrals and any incentives, penalties and bonuses for call centre workers and 1800RESPECT calls [current].

Answer:

These are MHS documents that pertain to their organisation. Questions about these documents should be directed to MHS.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 8 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 16

Member: Senator McAllister

Type of question: Pre-hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

A copy of referral protocols and guidelines for first responders to specialist trauma counsellors [current].

Answer:

These are MHS documents that pertain to their organisation. Questions about these documents should be directed to MHS.

**Senate Finance and Public Administration
References Committee**

INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN

PUBLIC HEARING 8 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 17

Member: Senator McAllister

Type of question: Pre-hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

A copy of the MHS Complaints protocol [current].

Answer:

These are MHS documents that pertain to their organisation. Questions about these documents should be directed to MHS.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 8 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 18

Member: Senator McAllister

Type of question: pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question: MHS privacy policies and procedures for first responders and trauma counsellors, including compliance and monitoring mechanisms [current].

Answer:

These are MHS documents that pertain to their organisation. Questions about these documents should be directed to MHS.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 8 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 19

Member: Senator McAllister

Type of question: pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 53 (includes 52 pages of attachments)

Question: A copy of the Department of Social Services (DSS), MHS and R&DVSA policies and procedures for voice recordings, records management process, staff access to records and privacy protections for counselling calls.

Answer:

The Department does not have a policy related to voice recording. The DSS Complaints Management Policy and DSS Privacy Policy are attached. Questions about the MHS and RDVSA policies should be referred to those organisations.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 20

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Requirements and responsibility for voice recordings under the Government and MHS; MHS and R&DVSA; and MHS and DV Connect, WSS and Safe Steps subcontractor agreements.

Answer:

There is no whole-of-government policy regarding voice recordings. Questions about a voice recording policy for MHS are best directed to MHS.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 8 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 21

Member: Senator McAllister

Type of question: pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 2

Question: Detail of specific initiatives and communications strategies to reach Indigenous Australians, culturally and linguistically diverse people, people with disabilities.

Answer:

1800RESPECT supports all members of the community affected by violence including those from culturally and linguistically diverse (CALD) backgrounds and Aboriginal and Torres Strait Islander communities, as well as people with disabilities.

On 16 November 2017, 1800RESPECT established a National Sector Advisory Group to provide input regarding the ongoing operations and future directions of 1800RESPECT. This group brings together domestic and family violence and sexual assault experts with knowledge and experience in disability and family law areas as well as on issues facing Aboriginal and Torres Strait Islander communities, culturally and linguistically diverse backgrounds, same sex relationships, and Australians in rural and remote areas.

1800RESPECT offers a range of supports to ensure language is not a barrier to women from CALD backgrounds seeking support:

- Translating and Interpreting Service (TIS National) is available 24/7 and is free of charge. 1800RESPECT can arrange for a translator on behalf of the caller.
- Callers can request for a female interpreter and the service is completely confidential.
- The 1800RESPECT website and DAISY application have been translated into 28 languages.

As part of the Third Action Plan, 1800RESPECT is exploring how technology can be harnessed to provide safe and relevant services for women with disability.

In September 2016, Women with Disabilities Australia (WWDA) publicly released a report entitled 'Improving Service Responses for Women with Disability Experiencing Violence: 1800RESPECT'. Medibank Health Solutions (MHS) commissioned the report and most of the recommendations have been addressed through:

- the introduction of the first response triage model for the telephone counselling component on 16 August 2016, as well as the relaunch of the online counselling service on 24 October 2016.

The 1800RESPECT website provides information about freely available tools that help make information on other websites more accessible for people with disabilities. The 1800RESPECT website has been designed to be accessible and user friendly for people with disabilities, for example if someone is blind or vision impaired, the text can be read using a screen reader.

The 1800RESPECT website also provides a guide to other services and information that is available to support the particular needs of different groups.

All aspects of the 1800RESPECT services are accessible by people who are deaf or have a hearing impairment. The Auslan video explains how to use the 1800RESPECT website. It also includes information about how to connect with the telephone counselling service and online chat. Details of the National Relay Service and instructions are provided on the front page of the website.

1800RESPECT recognises that providing the right support means understanding the causes and effects of violence in Aboriginal and Torres Strait Islander communities. The 1800RESPECT website provides information about understanding the experience of violence in Aboriginal and Torres Strait Islander communities as well as culturally appropriate responses to violence and safety planning with Aboriginal and Torres Strait Islander peoples.

1800RESPECT hosted a webinar in December 2016 on improving cultural understanding in Aboriginal and Torres Strait Islander communities.

Direct contact information for 1800RESPECT is promoted prominently on the first page of Our Watch (ourwatch.org.au). This site is also accessible for people with diverse needs such, including CALD, Indigenous and people with a disability.

The Stop it at the Start campaign website (www.respect.gov.au) includes contact details for 1800RESPECT, as well as other support services for diverse audiences including CALD, Indigenous and people with disability. The website has been designed to be accessible for a range of audiences.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 22

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Quarterly data reports from 2010 that cover number of calls to the 1800RESPECT number; number of calls taken; number of messages left for a call back; wait times before call answered; abandonment rates (inbound and outbound); number of calls abandoned within 2 minutes, between 2 minutes and 10 minutes and over 10 minutes [quarterly from 2010 to present].

Answer:

The Department provided a submission to the committee that reflected key trends in program performance data on 6 October 2017.

Officials from the Department gave detailed evidence about this program performance information on 8 November 2017.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 23

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Average amount of time callers are put on hold by a first responder under the triage model [2016 to present].

Answer:

This question should be directed to MHS.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 24

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Number of times a first responder has denied, delayed or questioned a callers request for access to a trauma counsellor [2016 to present].

Answer:

This question should be referred to MHS.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 25

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Quarterly data on the per cent of calls under first responder model that are transferred to trauma counsellors.

Answer:

Officials from the Department gave detailed evidence about this program performance information on 8 November.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 26

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Data on callers by locality.

Answer:

Refer to the Department's response to QoN 22.

**Senate Finance and Public Administration
References Committee**

INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN

PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 27

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Data on callers by ethnicity.

Answer:

Refer to the Department's response to QoN 22.

**Senate Finance and Public Administration
References Committee**

INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN

PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 28

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Number of callers who are Indigenous Australians.

Answer:

Refer to the Department's response to QoN 22.

**Senate Finance and Public Administration
References Committee**

INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN

PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 29

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Number of callers who are culturally and linguistically diverse.

Answer:

Refer to the Department's response to QoN 22.

**Senate Finance and Public Administration
References Committee**

INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN

PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 30

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Number of callers who are people with a disability.

Answer:

Refer to the Department's response to QoN 22.

**Senate Finance and Public Administration
References Committee**

INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN

PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 31

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Number of callers with vicarious trauma.

Answer:

Refer to the Department's response to QoN 22.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 32

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Number of complaints received.

Answer:

Officials from the Department gave detailed evidence about this program performance information on 8 November.

**Senate Finance and Public Administration
References Committee**

INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN

PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 33

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Details of complaints noted in the MHS Quarterly reports received in 2017.

Answer:

Refer to the Department's response to QoN 22.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 34

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Provide a table that summarises all payments to MHS and R&DVSA by Financial Year from 2010/2011 to 2016/2017.

- Note multi-year funding agreements
- One-off funding

Answer:

The Department provided a submission to the committee that reflected detailed information about funding at Attachment A, on 6 October 2017.

Officials from the Department gave detailed evidence about the KPIs at the hearing on 8 November 2017.

On 16 November 2017, the Department provided the contract with MHS, which included performance information. Refer to the Department's response to QoN 10.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 35

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Funding provided to 1800-RESPECT by the Australian Government under the First Action Plan 2010-2013.

- Duration of funding agreement and payment schedule
- Total amount of funding to MHA by financial year and payment schedule
- Subset of funding for R&DVSA by financial year and payment schedule
- Was there a specified FTE for MHS and R&DVSA? If so, what?

Answer:

The Department provided a submission to the committee that reflected detailed information about funding at Attachment A, on 6 October 2017.

On 16 November 2017, the Department provided the contract with MHS, which included performance information. Refer to the Department's response to QoN 10.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 36

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Funding provided to 1800-RESPECT by the Australian Government under the Second Action Plan 2013-2016.

- Duration of funding agreement and payment schedule
- Was there a variation to the agreement following the change of government?
- Total amount of funding to MHA by agreement and financial year
- Subset of funding for R&DVSA by agreement and financial year
- Was there a specified FTE for MHS and R&DVSA? If so, what?

Answer:

The Department provided a submission to the committee that reflected detailed information about funding at Attachment A, on 6 October 2017.

Officials from the Department gave detailed evidence about the KPIs at the hearing on 8 November 2017. Refer to the Department's response to QoN 10.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 37

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Detail of changes to funding agreements after the November 2014 MHS privatisation

- Did the privatisation of Medibank require a revision to the funding agreements between the Australian Government and MHS; and MHS and R&DVSA
- Was there a specified FTE for MHS and R&DVSA? If so, what?

Answer:

The Department provided a submission to the committee that reflected detailed information about funding at Attachment A, on 6 October 2017.

Officials from the Department gave detailed evidence about the dates of funding agreement variations and KPIs at the hearing on 8 November 2017. Refer to the Department's response to QoN 10.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 38

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Detail of administration, management and allocation of the additional funding of \$4 million announced 17 May 2015 through an internal reallocation.

- Was this administered through a new or existing funding agreement?
- What additional performance requirements were included in the agreement between the Government and MHS?
- What additional performance requirements were included in the agreement between MHS and R&DVSA?
- How much of the funding went to MHS and when?
- How much of the funding went to R&DVSA and when?
- Was there a specified FTE for MHS and R&DVSA? If so, what?

Answer:

The Department provided a submission to the committee that reflected detailed information about funding at Attachment A, on 6 October 2017.

Officials from the Department gave detailed evidence about the dates of funding agreement variations and KPIs at the hearing on 8 November 2017. Refer to the Department's response to QoN 10.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 39

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Detail of administration, management and allocation of the additional funding of \$5 million announced in 24 September 2015

- Does this figure include the \$4million announced 17/05/15?
- Was this administered through the existing funding agreement?
- What additional performance requirements were included in the agreement between the Government and MHS?
- What additional performance requirements were included in the agreement between MHS and R&DVSA?
- How much of the funding was allocated to MHS and what was the payment schedule?
- How much of the funding was allocated to R&DVSA and what was the payment schedule?
- Was there a specified FTE for MHS and R&DVSA? If so, what?

Answer:

The Department provided a submission to the committee that reflected detailed information about funding at Attachment A, on 6 October 2017.

Officials from the Department gave detailed evidence about the KPIs at the hearing on 8 November 2017. Refer to the Department's response to QoN 10.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 40

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Funding provided to 1800-RESPECT by the Australian Government under the Third Action Plan 2016-2019.

Answer:

The Department provided a submission to the committee that reflected detailed information about funding at Attachment A, on 6 October 2017.

Officials from the Department gave detailed evidence about the KPIs at the hearing on 8 November 2017. Refer to the Department's response to QoN 10.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 41

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

\$5.8m for the national 1800RESPECT national support service to implement the new first responder model and to assist with the increase in demand.

- Was this administered through a new funding agreement?
- What performance requirements were included in the agreement between the Government and MHS?
- What performance requirements were included in the agreement between MHS and R&DVSA?
- How much of the funding was allocated to MHS and what was the payment schedule?
- How much of the funding went to R&DVSA and what was the payment schedule?
- Was there a specified FTE for MHS and R&DVSA? If so, what?

Answer:

The Department provided a submission to the committee that reflected detailed information about funding at Attachment A, on 6 October 2017.

Officials from the Department gave detailed evidence about the KPIs at the hearing on 8 November 2017. Refer to the Department's response to QoN 10.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 42

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Funding of \$2.058 million to improve access for women with a disability.

- How much of the funding was allocated to MHS and what was the payment schedule?
- How much of the funding went to R&DVSA and what was the payment schedule?

Answer:

The Department provided a submission to the committee that reflected detailed information about funding at Attachment A, on 6 October 2017.

Officials from the Department gave detailed evidence about the KPIs at the hearing on 8 November 2017. Refer to the Department's response to QoN 10.

**Senate Finance and Public Administration
References Committee**

**INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL
PLAN TO REDUCE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN**

**PUBLIC HEARING 10 NOVEMBER 2017
ANSWER TO QUESTION ON NOTICE**

Department of Social Services

Topic: 1800RESPECT

Question reference number: QoN 43

Member: Senator McAllister

Type of question: Pre hearing request for information

Date set by the committee for the return of answer: 8 November 2017

Number of pages: 1

Question:

Provide a table that summarises all payments to MHS & R&DVSA by Financial Uear from 2010/11 to 2016/17

Answer:

The Department provided a submission to the committee that reflected detailed information about finances at Attachment A, on 6 October 2017.

Officials from the Department gave detailed evidence about the KPIs at the hearing on 8 November 2017. Refer to the Department's response to QoN 10.