

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILIES, HOUSING, COMMUNITY SERVICES AND
INDIGENOUS AFFAIRS PORTFOLIO
2010-11 Additional Estimates Hearings

Outcome Number: 6

Question No: 128

Topic: 1800 RESPECT

Hansard Page: Written

Senator Cash asked:

Minister Ellis said 1800 RESPECT will give callers access to qualified and specialist counsellors who will provide counselling, information, advice, and referrals, free of charge.

1. What qualifications does each of the staff members have?
2. What checks are done to ensure that the qualifications are true and correct?
3. How many specialist counsellors are employed on the 1800 RESPECT hotline?

Answer:

1. Staff must have a degree in Social Work, Psychology or equivalent and at least three years counselling experience.
2. Counsellors are recruited through a specialist recruitment agency. All qualifications and statements of employment are verified.
3. 21.