

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 - Women

Question No: 130

Topic: 1800 RESPECT

Hansard Page: Written and 24/2/2011 –CA41

Senator Cash asked:

1. How many calls have been received by the 1800 RESPECT service since its commencement?
2. What is the average duration of each call?
3. What is the average waiting time for each call?

Answer:

1. From 1 October to 31 December 2010, 1800 RESPECT answered 2,169 calls.
2. 19.4 minutes.
3. The average waiting time for all calls was 3.8 minutes. Over 70% of calls were answered within 30 seconds.