

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: 131

Topic: 1800 RESPECT

Hansard Page: Written

Senator Cash asked:

How many referrals have been made by the service to date?

Answer:

The service provides professional counselling to callers and, where appropriate or requested, will also provide referrals. This includes, wherever possible, making the first contact on behalf of the caller and transferring their call, after ensuring the receiving service is in a position to assist the caller (warm referral).

2,113 referrals were made from 1 October to 31 December 2010. A caller may receive more than one referral according to need and circumstance.