

**Senate Community Affairs Committee**

**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**

**HEALTH AND AGEING PORTFOLIO**

**Budget Estimates 2013-14, 5/6 & 7 June 2013**

**Question: E13-002**

**OUTCOME:** 1 - Population Health

**Topic:** Quitline

**Type of Question:** Written Question on

**Senator:** Xenophon

**Question:**

- a) How much Federal Government funding has been allocated to Quitline in the 2013-2014 Budget?
- b) How many telephone operators worked for Quitline during the 2012-2013 financial year?
- c) How many telephone operators will be working for Quitline this financial year?
- d) How many days per week and hours per day does Quitline operate for?
- e) How many calls did Quitline receive during the last financial year?
- f) Of these calls, how many were new clients and how many were clients that had contacted quitline before?

**Answer:**

- a) The Australian Government does not directly fund or manage Quitline services. The Quitline is a responsibility of each state and territory government and is funded and managed under different organisations in each state and territory.

The Australian Government provides a small amount of funding to support the parallel operation of two national Quitline numbers (13 1848 and 13 7848). This contract ends on 1 February 2014, and funding for 2013-14 is \$10,000 (GST inclusive). This funding assists with the line rental costs of operating the two national Quitline numbers to ensure that callers of either number throughout Australia have access to information, support and advice on quitting smoking. The funding is required until the former 13 1848 Quitline number is completely replaced by the current 13 7848 Quitline number.

In addition, in 2013-14, \$1 million from the Aboriginal and Torres Strait Islander Chronic Disease Fund has been allocated to existing Quitlines to enhance their capacity to be more culturally sensitive, and to provide accessible and appropriate services to Aboriginal and Torres Strait Islander people.

- b), c), d) and f)

The Department of Health and Ageing is unable to provide answers to these questions as each state and territory government is responsible for funding organisations to manage and deliver Quitlines.

- e) The Department has been advised that in the 2011-12 financial year, a total of 80,324 telephone calls were received by the Quitline.