

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

Outcome Number: 6

Question No: 193

Topic: Percentage and number of women contacting the national online and 1800 service

Hansard Page: Written

Senator Cash asked:

I refer to the performance indicator “*percentage and number of women contacting the national online and 1800 service*”. In the 2010/2011 Budget Statement it was stated that “*There is no data presently available to report on the appropriateness and timeliness of referral*”.

Please advise to date the status of this performance indicator and the workings of the national online and 1800 service.

Answer:

As new national telephone counselling service, *1800 RESPECT*, commenced operations on 1 October 2010, no data is currently available. The first data is due in the second half of January 2011.

Negotiations to finalise the delivery date for the online counselling service are currently underway. No data is currently available.