

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: 215

Topic: National Online and 1800 Counselling Service

Hansard Page: Written

Senator Cash asked:

I refer to the selection of a service provider to operate the new National Online and 1800 Counselling Service:

- a. Please provide details of the organisation/s contracted to this role and the terms of the contract/s, including the tender details
- b. What is the estimated cost of this service for the financial year 2010 -2011?
- c. How does the service link into similar services that are provided in the respective States and Territories?
- d. How many operators are employed to provide the services and in what locations are they established.
- e. How many categories are used to record the calls received by a call centre.
- f. How many calls in each category were recorded in 2000-2010? This is answered for the period June 2006 – May 2009?

Answer:

- a. Following a competitive selection process, Medibank Health Solutions (MHS) has been funded to establish and operate the new professional counselling, information, advice and referral service, *1800 RESPECT*, which commenced operations on 1 October 2010. To ensure best practice service delivery standards, MHS sub-contracted NSW Rape Crisis Centre to deliver specialist counselling. The terms of the funding agreement are the Standard Department of Families, Housing, Community Services and Indigenous Affairs Funding Agreement Terms and Conditions, which are available at http://www.fahcsia.gov.au/grantsfunding/currentfunding/documents/funding_terms_conditions/default.htm
- b. The cost is \$3,915,350 (excluding GST).
- c. The service provider currently makes referrals to existing State and Territory services where it is appropriate to do so and meets the caller's needs.
- d. There are 25 counsellors employed in Sydney.
- e. Nine.
- f. There was a previous helpline in place in the period requested, with different call categories to those in place for the new *1800 RESPECT*, which commenced on 1 October 2010 (data for this service will be available from late January 2011).

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Prior to 1 July 2006, the Department of Prime Minister and Cabinet had responsibility for the previous helpline, so data for before this time is unavailable.

The data recorded between 1 July 2006 and 30 September 2010 is shown below.

WITHIN SCOPE OF SERVICE	TOTAL
Crisis – Domestic Violence	2,386
Crisis – Sexual Assault	231
Crisis – Domestic Violence and Sexual Assault	116
Non-Crisis - Domestic Violence	36,409
Non-Crisis - Sexual Assault	5,112
Non-Crisis - Domestic Violence and Sexual Assault	2,215
Perpetrator - Domestic Violence	438
Perpetrator – Sexual Assault	195
Perpetrator - Domestic Violence and Sexual Assault	15
Third Party of Survivor	306
Third Party of Perpetrator	60
Service Provider	1,262
Compliment	167
Complaint	583
Out of Scope	24,589
TOTAL	74,084