

SENATE STANDING COMMITTEE ON LEGAL AND CONSTITUTIONAL AFFAIRS
ATTORNEY-GENERAL'S DEPARTMENT

Output 1.1

Question No. 26

Senator Crossin asked the following question at the hearing on 31 October 2006:

- (a) Of the 27,000 calls to the Family Relationship Advice Line in the first three months of its operation, what proportion of calls are (i) resolved during the phone call, for example, by the provision of requisite information over the telephone; (ii) referred on to Family Relationship Centres (FRCs) for appointment; and (iii) referred to other services and programs?
- (b) Are there protocols in place between the Family Relationship Advice Line and FRCs to ensure the smooth transition of clients from the Advice Line to the FRCs?

The answer to the honourable senator's question is as follows:

- (a) While reliable call numbers for the first three months of the operation of the Family Relationship Advice Line are available through the Advice Line call centre telephony system, reliable data about calls at this level of detail is not available for the first few months of operation as the new data collection system was being bedded down.
- (i) See above.
- (ii) See above .
- (iii) See above.
- (b) Callers who simply request contact information for a Family Relationship Centre will be provided with that information so that they may contact the Centre themselves.

Where it is determined during the course of the call that a caller may benefit from the services offered by a Family Relationship Centre, the caller may be offered a transfer directly from the Advice Line to a Family Relationship Centre. To facilitate this process, the caller will be introduced by the Advice Line to the Centre in a three-way conversation. Also, with the caller's consent, the Advice Line may provide the Family Relationship Centre with summary information about the caller's situation.