



**Australian Services Union**  
NSW & ACT (Services) Branch

14 November 2017

Ms Ann Palmer  
Committee Secretary  
Senate Finance and Public Administration Committee  
Department of Senate  
PO Box 6100  
Parliament House  
CANBERRA ACT 2600

By email: [ann.palmer@aph.gov.au](mailto:ann.palmer@aph.gov.au); [fpa.sen@aph.gov.au](mailto:fpa.sen@aph.gov.au)

Dear Ms Palmer

**RESPONSE TO QUESTIONS ON NOTICE SYDNEY 8 NOVEMBER 2017  
SENATE FINANCE AND PUBLIC ADMINISTRATION COMMITTEE  
INQUIRY INTO DELIVERY OF NATIONAL OUTCOME 4 OF THE NATIONAL PLAN**

In response to the questions on notice from Senator Paterson during last week's Committee hearing, I refer the Committee to the document tabled at the hearing by Rape and Domestic Violence Services Australia.

This document outlines the data relied upon by the Australian Services Union, as informed by RDVSA, in relation to the funding and performance metrics for the specialist trauma counselling component of 1800 RESPECT.

I understand this document has already been uploaded on the Inquiry website, but have included it as an attachment to this letter for your reference.

I look forward to hearing from you.

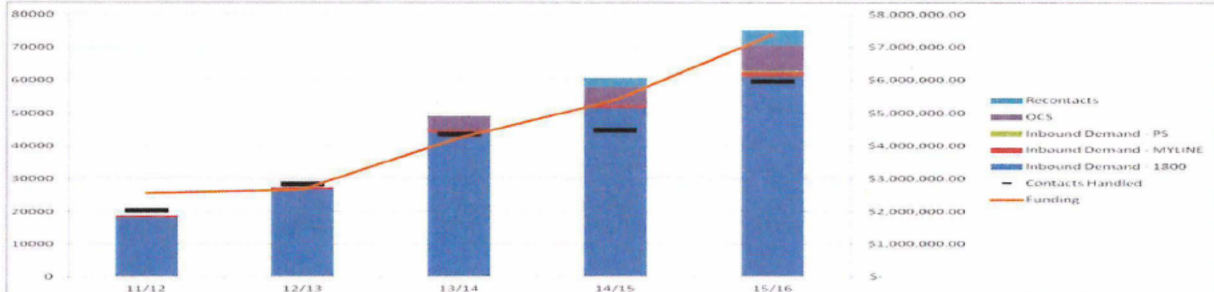
Yours sincerely

**Natalie Lang**  
**Branch Secretary**

## Statistics

Measures of quality for the 1800RESPECT Trauma Counselling Service has moved from evidence based therapeutic interventions to call centre statistics.

The graph below shows funding increases, occasions of service and demand.



From 2011/12 to 2015/16 demand increased at a higher rate than funding:

- Funding to the 1800RESPECT Trauma Counselling Service increased by: 186%
- Occasions of service provided by R&DVSA increased by: 191%
- Demand increased by: 234%

It takes three months to recruit, train and deploy trauma counsellors. The 2014/15 funding increase occurred in April 15. Graph 1 shows that the resulting increase in service transpired in 2015/16.

It is incorrectly stated that:

- in 2015/16 R&DVSA responded to 33% of demand. The figure is derived by comparing total service demand against response by only one of the five components of the service. Overall demand for the year was 75,182. Across the five service components R&DVSA provided 56,505 responses. This is a 75% response rate.
- before the introduction of triage R&DVSA averaged 56.9 calls per day and that post triage the average was 43.45 calls per day. This has been presented as a 23% reduction. Talk time for the year prior to triage averaged 23.8 minutes equalling 22.57 hours per day. Post triage talk time increased to 32.7 minutes equalling 24.77 hour per day. This is a 9.7% increase.

In every year of service provision Rape & Domestic Violence Services Australia has provided occasions of service at least 5% above the contract number.

Graph 2 compares Medibank telephony statistics (contacts handled) represented by the columns and files notes recorded in the R&DVSA client database represented by the red line. The difference between the columns and red line are calls that did not result in a file note or hang ups. The line has consistently stayed the same distance from the top of the columns for the past six years except for June to August 2015. This was post a significant Medibank systems upgrade which occurred on the 27<sup>th</sup> May 2015. This 11% abnormality impacted adversely on R&DVSA KPIs in 2014/15.

