



**Australian Government**  
**Department of Social Services**

Senator Jonathon Duniam  
Chair  
Senate Community Affairs Legislation Committee  
Parliament House  
CANBERRA ACT 2600

Dear Senator

**Correction of an answer to 2016-17 Additional Estimates Hearing on  
1 June 2017.**

I am writing to correct two answers provided to the Committee during its examination of the Department of Social Services in relation to Outcome 2.

In answering a question from Senator Pratt asking if the clinical and sector advisory groups for 1800RESPECT are independent from the contractor [Medibank Health Solutions], I said:

*They are. That is right.*

I wish to clarify that the membership of the Implementation Clinical Advisory Group included both independent sector representatives, as well as representatives from Medibank Health Solutions (MHS).

The terms of reference and membership for the new National Sector Advisory Group will be finalised subject to the completion of the current tender process for the 1800RESPECT trauma specialist counselling subcontract, however it will also include both independent sector representatives and representatives from MHS.

In answering a question from Senator Pratt regarding 1800RESPECT complaints, I said:

*MHS reports that 72 complaints were received about 1800RESPECT from 16 August 2016 to 31 March 2017...MHS also advise that their investigation of those complaints reveal that seven complaints were substantiated following investigation.*

I wish to clarify that the seven substantiated complaints relate to the period 1 January 2017 – 31 March 2017. MHS advise 16 substantiated complaints in total for the period 16 August 2016 to 31 March 2017.

Yours sincerely

Roslyn Baxter  
Group Manager  
Families Group

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