

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 2 MARCH 2017 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Lifeline

Question reference number: 73 (HS 77)

Senator: Burston

Type of question: Written

Date set by the committee for the return of answer: 21 April 2017

Number of pages: 1

Question:

Has staff been advised to recommend that callers ring Lifeline?

Answer:

The Department's Social Work Service is utilised to support callers who contact via phone and who may be vulnerable and/or in crisis. When a caller has indicated that they are at risk of suicide or self-harm, staff refer the caller to a social worker who is trained to assist people in these situations. If contact cannot be made with a social worker, staff are to consider 'warm transferring' the caller to Lifeline, with their consent.