

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2017-18 Budget Estimates Hearings

Outcome Number: 2.1 Families and Communities

Question No: SQ17-000300

Topic: 1800 RESPECT

Hansard page: Written

Senator Larissa Waters asked:

1. What proportion of calls to 1800 RESPECT are what are called “non-trauma calls”? i.e. calls where a caller is only seeking information or a referral and doesn’t need any kind of intervention or counselling?
2. My understanding is that even where a caller starts out requesting a phone numbers, trauma counsellors often find they are in a dangerous situation, which is exactly why a trauma counsellor is required. Can you provide the basis for your estimate of non-trauma calls?

Answer:

Between 16 August 2016 (when the new triage model was introduced) and 31 March 2017:

- 29 per cent of all calls (11,457 calls out of a total of 39,566 answered calls) required trauma specialist counselling

Of the remaining calls:

- 38 per cent of callers received information
- 34 per cent of callers received initial trauma-informed counselling and education
- 8 per cent discussed safety plans
- 19 per cent received information about service provider options
- 0.4 per cent resulted in mandatory reporting such as reporting to a relevant state based child protection service.

Note that these figures total over 100 per cent as callers may receive more than one form of support from 1800RESPECT.

The qualified and experienced 1800RESPECT counsellors conduct an initial needs and risk assessment to determine the most appropriate action for all callers to 1800RESPECT. Should a caller request or a counsellor determine that a caller requires more in-depth counselling, they are transferred to the trauma specialist counselling service.