

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: SQ17-000404

Topic: 1800RESPECT

Hansard page: 58

Senator Larissa Waters asked:

If the subcontractor were a for-profit provider of rape counselling services, would that be considered inappropriate?

Answer:

The Department of Social Services (the Department) would consider an organisation an inappropriate provider of 1800RESPECT if it had concerns about the financial viability of the organisation or if there were doubts about the organisation's ability to deliver the service requirements to the expected and specified standards.

As part of this assessment, the Department may consider information including, but not limited to, an organisation's experience, expertise, the qualifications and experience of its staff, operating hours, operational policies and processes (such as complaints management, quality assurance, governance and privacy policy) and agility to respond to call demand. Other factors, such as the service provider's public image, its broader reputation and integrity are also considered to ensure that they align with the spirit of the service being provided and the intent of the Government's policy.