

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILIES, HOUSING, COMMUNITY SERVICES AND**  
**INDIGENOUS AFFAIRS PORTFOLIO**  
**2011-12 Budget Estimates Hearings**

**Outcome Number:** 5

**Question No:** 314

**Topic:** Better Start Initiative

**Hansard Page:** Written

**Senator Fifield** asked:

What information does the Department collect from callers to the Better Start helpline?

**Answer:**

The following information is collected from callers to the Better Start helpline:

- Is the call from an individual or an organisation?
  - If the call is from an individual are they:
    - a parent/carer, or
    - a member of the general public?
  - If the call is from an organisation, what type of an organisation are they calling from?
    - a service provider;
    - an advocacy service;
    - a peak body; or
    - other.