

**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:** 315

**Topic:** Better Start Initiative

**Hansard Page:** Written

**Senator Fifield** asked:

Can the Department provide a breakdown of categories of complaint to the Better Start helpline?

**Answer:**

From opening on 2 May 2011 to 30 June 2011 the Better Start helpline received three complaints:

- Two related to the age limit for eligibility; and
- One related to disability types that are not eligible.