

SENATE STANDING COMMITTEE ON LEGAL AND CONSTITUTIONAL AFFAIRS
ATTORNEY-GENERAL'S DEPARTMENT

Output 1.1

Question No. 29

Senator Evans asked the following question at the hearing on 31 October 2006 :

In relation to the Family Relationships Advice Line:

- (a) Since 1 July 2006, how many people have rung the family relationships advice line?
- (b) How many of these callers have been offered a referral?
- (c) What services have they been referred to?
- (d) For each of the services that have been offered, is data available on the number and proportion of people who have accepted each referral?
- (e) How will this information be made publicly available on a regular basis?

The answer to the honourable senator's question is as follows:

- (a) From the commencement of Family Relationship Advice Line on 3 July 2006 to 30 September 2006 there have been 27,146 calls.
- (b) While reliable call numbers for the first three months of the operation of the Family Relationship Advice Line are available through the Advice Line call centre telephony system, reliable data about calls at this level of detail is not available for the first few months of operation as the new data collection system was being bedded down. However, the Call Management System is now firmly established and so this sort of information will be able to be provided in the future.
- (c) Callers have been referred to a broad range of government or government-funded services including Family Relationship Centres, counselling services, dispute resolution services, legal services, services which can assist with family violence, mental health, drug and alcohol, or emergency accommodation, specific services for men, parents or children, child protection authorities, the Child Support Agency, Centrelink, the Family Law Courts National Enquiry Line (a centralised telephone system for the Family Court of Australia and the Federal Magistrates Court) and the Family Court of Western Australia.
- (d) Due to the confidential and anonymous nature of the Advice Line service, callers are generally only followed up where they agree to provide their contact details and there are specific safety concerns or the caller has particularly complex needs. Data on the number and proportion of people who have been offered a referral and who subsequently followed through with the information is not available.
- (e) There are no current plans to publish this information on a regular basis.