

WRITTEN QUESTION 252

The group Crisis Support Services operates the Mensline service for men with relationship and family concerns and is the organisation to which clients are directed to in the “Stop the Hurting – Start the Healing” campaign:

1. The date at which the Northern Territory first provided funding to the Mensline referral service.

MensLine Australia (MLA) does not receive any funding from the NT Government.

The NT Department of Families and Children is aware that the Australian Government’s Department of Family, Housing, Community Services and Indigenous Affairs (FaHCSHIA) has provided funding to MLA to operate as a national telephone counselling service since 2001.

2. The amount paid for the Mensline referral service in 2009 and 2010 (where applicable).

MensLine Australia did not receive any funding from the NT Government in 2009 or 2010.

3. The amount budgeted for the use of the referral service in 2011. Since 1 January 2011 to 31 May 2011, by month (where applicable).

No NT Government funding was budgeted for this period the period 1 January 2011 to 31 May 2011. Mensline Australia and the NT Department of Children and Families are monitoring the number of calls received from the NT in response to the ‘Stop the Hurting – Start the Healing’ campaign. Discussions about the allocation of funding for use of the referral service will take place if necessary.

Since 1 January 2011 to 31 May 2011, by month (where applicable).

4. How many calls were made to the Mensline service from clients in the Northern Territory.

Since the commencement of the ‘Stop the Hurting – Start the Healing’ campaign on the 4 April 2011 to 30 June 2011, it has been possible to identify that 131 calls have been made from the NT to MensLine Australia.

5. How many calls were not answered.

MensLine Australia has advised their telephony system monitors two levels of ‘call abandonment’ or “hang ups”. The first level is when the caller hears the MensLine Australia introduction message and then hangs up. Nationally, this equates to approximately 8-10% of hang ups. The other level is once a caller is placed in a queue awaiting a counsellor. The answer rate once in the queue relevant to the April – June period was 85%, which equates to 15% of hang ups.

6. How many calls were received from the geographical areas of Darwin/Palmerston, Katherine, Tennant Creek, Alice Springs and the NT remainder.

In the period 4 April 2011 to 30 June 2011, 76 calls were identified as being received from Darwin/Palmerston suburbs, 1 call was identified as being from Katherine, 3 calls were identified as being from Tennant Creek , 49 calls were identified as being from Alice Springs and 2 calls were identified as being from the remainder of the NT.