



Safey net for family and domestic violence helpline - support	
Party:	The Coalition
<p>Summary of proposal:</p> <p>The proposal would ensure calls to family and domestic violence helplines are answered and receive immediate assistance. It would create a single entry point for callers to Commonwealth-funded services as well as text or internet contacts, directing them to available operators.</p> <p>The proposal would be ongoing and start on 1 July 2025.</p>	
<p>Additional information (based on further advice provided):</p> <p>The proposal would divert/route unanswered calls to alternate available operators.</p> <p>In addition, the proposal would:</p> <ul style="list-style-type: none"><li>• Create a national domestic violence data asset to be maintained by the Department of Social Services with the aim of collecting data on family and domestic violence.</li><li>• Cover new infrastructure technology costs.</li></ul>	

## Costing overview

The proposal would be expected to decrease the fiscal and underlying cash balances by around \$7.7 million over the 2025-26 Budget forward estimates period (see Table 1). This impact reflects an increase in administered and departmental expenses for establishing and operating the call rerouting system and creating a data asset.

The proposal would be expected to have an impact beyond the 2025-26 Budget forward estimates period. A breakdown of the financial implications (including separate public debt interest (PDI) tables) over the period to 2035-36 is provided at Attachment A.

The financial implications of the proposal are uncertain and sensitive to a range of assumptions around the establishment of the call rerouting system, particularly the volume of calls estimated to be processed by the call rerouting system. This estimated number of calls is highly uncertain, due to the range of smaller helplines for which limited data on call volume is available.

**Table 1: Safey net for family and domestic violence helpline - support – Financial implications (\$m)<sup>(a)(b)</sup>**

	2025-26	2026-27	2027-28	2028-29	Total to 2028-29
Fiscal balance	-4.2	-1.1	-1.2	-1.2	-7.7
Underlying cash balance	-4.2	-1.1	-1.2	-1.2	-7.7

(a) A positive number represents an increase in the relevant budget balance; a negative number represents a decrease.

(b) PDI impacts are not included in the totals.

## Key assumptions

The Parliamentary Budget Office (PBO) has made the following assumptions in costing this proposal:

- All relevant helplines would participate in the call rerouting system.
- Establishment of the of the call rerouting service would be undertaken by the Department of Social Services (DSS) and involve scoping of service providers, evaluating appropriateness to be redirected and general coverage.
  - This would require a team of 5 full time equivalent (FTE) staff in the first year of the policy and 1.5 FTE staff ongoing to manage the ongoing collaboration with the helplines.
- An external service provider would be contracted to provide IT infrastructure and maintenance to support the call rerouting system. Cost would be based on the following:
  - For the purposes of cost, staff and IT infrastructure equivalent to handle approximately 7,000 calls per day (2.6 million per year) would be required across helplines in 2025-26. This was based on call volumes reported by Australian Institute of Health and Welfare (AIHW), Lifeline and 1800RESPECT. Call volume would grow in line with population growth.
  - Cost would be approximately \$0.31 per call in 2025-26 based on PBO analysis of similar call service costs. Cost would grow in line with the Consumer Price Index (CPI).
- Establishment costs to create the data asset are modelled on costs associated with the 2020-21 Cashless Debit Card Data Infrastructure and Analytics Project and grown in line with the CPI.
  - The cost of maintaining the data asset is assumed to be absorbed within existing departmental resources.

## Methodology

The PBO's departmental cost calculator, indexed to Wage Cost Index 3 less an efficiency dividend, was used to estimate the staffing costs associated with procuring the diversion call system technology.

Publicly available data on interactive voice response systems was used to estimate the costs associated with procuring the technology required to operate the diversion call system.

External provider costs were estimated as per *Key assumptions*.

Costs for the establishment of the data asset were estimated per *Key assumptions*.

Financial implications were rounded consistent with the PBO's rounding rules.<sup>1</sup>

## Data sources

Australian Institute of Health and Welfare (2025) [Helplines and related support services](#), accessed 23 May 2025.

Australian Institute of Health and Welfare (2025) [Service activity monitoring](#), accessed 23 May 2025.

Austalian National Audit Office (2022). [Implementation and Performance of the Cashless Debit Card Trial — Follow-on / Australian National Audit Office \(ANAO\)](#), accessed 23 May 2025.

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<sup>1</sup> <https://www.pbo.gov.au/for-parliamentarians/how-we-analyse/pbo-rounding-rules>

Commonwealth of Australia (2025) *Pre-election Economic and Fiscal Outlook 2025*, Commonwealth of Australia.

Genesys (2025) [Genesys Cloud CX Pricing | Genesys](#), accessed 23 May 2025.

## Attachment A – Safety net for family and domestic violence helpline - support – Financial implications

**Table A1: Safety net for family and domestic violence helpline - support – Fiscal and underlying cash balances (\$m)<sup>(a)</sup>**

	2025-26	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	2032-33	2033-34	2034-35	2035-36	Total to 2028-29	Total to 2035-36
<b>Expenses</b>													
<b>Administered</b>													
<i>Phone line external service provider costs</i>	-0.8	-0.8	-0.9	-0.9	-0.9	-1.0	-1.0	-1.0	-1.1	-1.1	-1.1	-3.4	-10.6
<b>Total – administered</b>	<b>-0.8</b>	<b>-0.8</b>	<b>-0.9</b>	<b>-0.9</b>	<b>-0.9</b>	<b>-1.0</b>	<b>-1.0</b>	<b>-1.0</b>	<b>-1.1</b>	<b>-1.1</b>	<b>-1.1</b>	<b>-3.4</b>	<b>-10.6</b>
<b>Departmental</b>													
<i>Department of Social Services</i>	-0.9	-0.3	-0.3	-0.3	-0.3	-0.3	-0.3	-0.3	-0.3	-0.3	-0.3	-1.8	-3.9
<i>Data Collection Costs</i>	-2.5	-	-	-	-	-	-	-	-	-	-	-2.5	-2.5
<b>Total – departmental</b>	<b>-3.4</b>	<b>-0.3</b>	<b>-0.3</b>	<b>-0.3</b>	<b>-0.3</b>	<b>-0.3</b>	<b>-0.3</b>	<b>-0.3</b>	<b>-0.3</b>	<b>-0.3</b>	<b>-0.3</b>	<b>-4.3</b>	<b>-6.4</b>
<b>Total – expenses</b>	<b>-4.2</b>	<b>-1.1</b>	<b>-1.2</b>	<b>-1.2</b>	<b>-1.2</b>	<b>-1.3</b>	<b>-1.3</b>	<b>-1.3</b>	<b>-1.4</b>	<b>-1.4</b>	<b>-1.4</b>	<b>-7.7</b>	<b>-17.0</b>
<b>Total (excluding PDI)</b>	<b>-4.2</b>	<b>-1.1</b>	<b>-1.2</b>	<b>-1.2</b>	<b>-1.2</b>	<b>-1.3</b>	<b>-1.3</b>	<b>-1.3</b>	<b>-1.4</b>	<b>-1.4</b>	<b>-1.4</b>	<b>-7.7</b>	<b>-17.0</b>

(a) A positive number for the fiscal balance indicates an increase in revenue or a decrease in expenses or net capital investment in accrual terms. A negative number for the fiscal balance indicates a decrease in revenue or an increase in expenses or net capital investment in accrual terms. A positive number for the underlying cash balance indicates an increase in receipts or a decrease in payments or net capital investment in cash terms. A negative number for the underlying cash balance indicates a decrease in receipts or an increase in payments or net capital investment in cash terms.

- Indicates nil.

**Table A2: Safety net for family and domestic violence helpline - support – Memorandum item: Public Debt Interest (PDI) impacts – Fiscal and underlying cash balances (\$m)<sup>(a)(b)</sup>**

	2025-26	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	2032-33	2033-34	2034-35	2035-36	Total to 2028-29	Total to 2035-36
<b><i>Fiscal balance</i></b>	-0.1	-0.2	-0.3	-0.3	-0.4	-0.5	-0.6	-0.6	-0.7	-0.8	-0.9	-0.9	-5.4
<b><i>Underlying cash balance</i></b>	-0.1	-0.2	-0.3	-0.3	-0.4	-0.5	-0.5	-0.6	-0.7	-0.8	-0.9	-0.9	-5.3

- (a) As this table is presented as a memorandum item, these figures are not reflected in the totals above. This is consistent with the approach taken in the budget where the budget impact of most measures is presented excluding the impact on PDI. If the reader would like a complete picture of the total aggregate, then these figures would need to be added to the figures above. For further information on government borrowing and financing please refer to the PBO's online budget glossary<sup>2</sup>.
- (b) A positive number for the fiscal balance indicates an increase in revenue or a decrease in expenses or net capital investment in accrual terms. A negative number for the fiscal balance indicates a decrease in revenue or an increase in expenses or net capital investment in accrual terms. A positive number for the underlying cash balance indicates an increase in receipts or a decrease in payments or net capital investment in cash terms. A negative number for the underlying cash balance indicates a decrease in receipts or an increase in payments or net capital investment in cash terms.

<sup>2</sup> [Online budget glossary – Parliamentary Budget Office \(pbo.gov.au\)](https://pbo.gov.au)