

printed by Joanne Donnelly 01/12/2010



Jane Hayden

01/12/2010 04:07 PM

To "Joanne.Donnelly@health.gov.au" <Joanne.Donnelly@health.gov.au>

cc

bcc

Subject FW: Urgent Query re Lifeline Launceston [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hello Joanne,

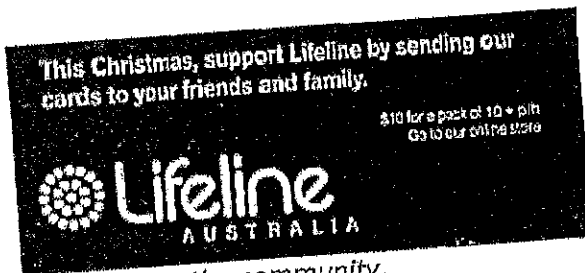
I tried to call this afternoon and would very much like to talk to you about Launceston which is one of three branches of Lifeline North West Tasmania, the others being Davenport and Burnie.

The single Lifeline telephone line at Launceston is relocating to a more central location between Launceston and Burnie. This consolidation is a part of a wider strategic business improvement exercise, initiated in Northwest Tasmania, which will allow multiple telephone counsellors (TC's) to be rostered on together for lonely overnight shifts when caller demand is highest. These shifts are currently not attracting Launceston TC's. A car pooling arrangement is being established for any Launceston TCs wishing to continue to volunteer on 13 11 14. Meetings have been conducted with Lifeline volunteers from Launceston to work through all the benefits and implications of the improvement project.

While the consolidation may cause some inconvenience for TC's living close to the current location of the Launceston line, we are very confident that it will result in significantly more Lifeline callers being answered in North West Tasmania.

Regards

**Jane Hayden**  
General Manager Service Programs  
Centre Support  
Lifeline Australia



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To make a donation please visit [www.lifeline.org.au](http://www.lifeline.org.au) or phone 1800 800 768*

**From:** Joanne.Donnelly@health.gov.au [mailto:Joanne.Donnelly@health.gov.au]  
**Sent:** Wednesday, 1 December 2010 11:19 AM  
**To:** Jane Hayden  
**Subject:** Urgent Query re Lifeline Launceston [SEC=UNCLASSIFIED]  
**Importance:** High

Hi Jane,

I hope you are well.

The Minister's office has received a letter indicating that the Launceston office of Lifeline is closing in Feb 2011. The reason given is due to insufficient funds.

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Are you able to advise me, urgently, if this is the case and if so what alternative arrangements would be in place to fill that gap??

or anything else that may be relevant - perhaps it's not correct.

many thanks

Joanne Donnelly  
Youth and Teleweb Services Section  
Mental Health and Suicide Prevention Programs Branch  
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F: (02) 6289 7680

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