



Jane Hayden

01/03/2011 04:49 PM

To "Kathleen.Alonso@health.gov.au" <Kathleen.Alonso@health.gov.au>
cc Maggie Jamieson <...>
Kathryn Sweeney <...>
Subject FW: Closure of Lifeline Launceston - Scanned Copies of Correspondence [SEC=UNCLASSIFIED]

Kathleen,

The response Lifeline provided to the original correspondence on 1st Dec last year has been included as that para two and three of Minister Butler's reply.

i.e. 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.

In answer to the second correspondence from MP Lyons, what I can add is:

Lifeline Centres often run a variety of services across a number of locations in their local communities. They have the difficult responsibility for generating funding to supplement State and Federal funding in order to pay their overheads. If this were an easy task, there would be Lifeline centres in many more locations across Australia.

Many cost considerations will have determined the decision by Lifeline North West Tasmania to relocate its 13 11 14 telephony seats from Launceston to Devonport, including rents and telephone line costs. One important factor they will have considered is that in the 12 months to December last year, Davenport was able to answer more calls per telephone seat than Burnie and Launceston combined.

The impact of consolidations such as these can be understandably disappointing for volunteers. However callers from the Launceston and Burnie community will continue to be answered by Lifeline and the consolidation, if successful, will result in more callers being answered by North West Tasmania than ever before.

Regards

Jane Hayden
General Manager Service Programs
Lifeline National Office



*Lifeline relies on financial support from the community.
To make a donation please visit www.lifeline.org.au or phone 1800 800 768*



From: Kathleen.Alonso@health.gov.au [mailto:Kathleen.Alonso@health.gov.au]
Sent: Tuesday, 1 March 2011 3:36 PM
To: Jane Hayden
Cc: Kirsten.Lawrence@health.gov.au
Subject: Fw: Closure of Lifeline Launceston - Scanned Copies of Correspondence [SEC=UNCLASSIFIED]

Hi Jane

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Minister Butler has received further representation from Geoff Lyons (MP for BASS) re the closure of Launceston Lifeline (on behalf of Peter Jacobson - and has said we can share the letter with you) . I think you provided input previously on this issue while I was last on leave.

Are you able to provide input to help shape a response to the issues raised, noting we need to prepare the response by no later than 9 March 2011.

Many thanks

Kathleen Alonso
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