



Inquiry into annual and financial reports 2024–2025

Answer to question on notice

Asked by: Ms Deborah Morris MLA

Addressed to: Minister for the Prevention of Domestic, Family and Sexual Violence

Reference: Prevention of Domestic, Family and Sexual Violence/Health and Community Services Directorate

Hearing: 11 November 2025

In relation to: Safer Families Office 2

Question received: 17 November 2025

Answer Due: 26 November 2025

Referring to the Review of Sexual Violence and Domestic and Family Violence Crisis Response Services in the ACT produced by Social Ventures Australia (SVA) in May 2024.

1. The report advised the government that the Domestic Violence Crisis Service (DVCS) crisis line was missing too many calls, why is this still an issue?
2. When will the answer rate of the DVCS crisis line improve?
3. What is the status of implementation for the other recommendations included in the SVA review?

Dr Marisa Paterson MLA: The answer to the Member's question is as follows:

1. DVCS is currently delivers a 24/7 crisis service. DVCS reports continued high demand for their services.
2. Additional investment to DVCS across the last two budgets is intended to help address increased service demand and ease pressure.
3. The ACT Government continues to work with DVCS and Canberra Rape Crisis Centre (CRCC) to implement the recommendations of the review and provides the following updates:
 - a. The 2024-25 Budget allocated \$2.241 million over 3 years including funding to trial a DVCS Case Management Program to provide support for victim-survivors in navigating the complex domestic and family violence service system in an integrated model and provide continuity of support from the point of first contact with the crisis system.

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- b. The 2025-26 ACT Budget allocated \$7.1 million over 4 years to CRCC to expand their critical service capacity, strengthen organisational infrastructure, and support their participation in the broader service system.
- c. The ACT Government has continued existing reform work including the establishment of the Wraparound Support Program consistent with Recommendation 3 of the Sexual Assault (Police) Review Report, and updates to the Risk Assessment Management Framework and related training.
- d. CRCC has been funded to pilot Independent Sexual Violence Advisors to support victim-survivors to navigate the sexual violence service system and support safer access to services, including supporting informed participation in both legal and non-legal processes. The pilot will run until 30 June 2026.
- e. The ACT Government is developing the ACT Domestic, Family and Sexual Violence Strategy due for release in mid-2026.
- f. Additional information on ACT Government investment in responding to domestic, family and sexual violence in accordance with the findings of the review is available:
 - i. https://www.act.gov.au/_data/assets/pdf_file/0011/2869760/Domestic,-family-and-sexual-violence-budget-factsheet-2025-to-2026.pdf
 - ii. https://www.act.gov.au/_data/assets/pdf_file/0018/2515203/Budget-24-25-DFSVO-Factsheet.pdf

Approved for circulation to the Standing Committee on Social Policy

Signature: 

Date: 26/11/25

By the Minister for the Prevention of Domestic, Family and Sexual Violence, Dr Marisa Paterson MLA