Question on Notice No.1 (Page 28-29)

Question

ANNA BROOKS: We're partnered up with the big data centre at UNSW. We've got a great team we collaborate with there. That project is focused on attempting to identify people in distress in public places. As part of that consideration, we have built into that project a very specific set of ways to devise what a best practice intervention looks like. So, if you do identify that someone's in distress in a public place, what does it look like in terms of the best possible way to actually intervene. It's a challenging one, as I'm sure you're aware. A lot of people have traumatic experiences with being, I guess, intervened with by the police in the past. So what does it look like to actually be able to approach people and intervene if they're in distress or considering suicide in a way that has positive outcomes for that person—or maximises a positive outcome for that person?

I don't know what the answers are going to be yet, but certainly the research approach is very heavily based on a deep engagement with people with lived experience of that particular circumstance. So I think it's going to be very interesting to see where that goes.

The CHAIR: Absolutely. I think that's of great interest to the work that the Committee is doing. Do you have a sense of the time frame?

ANNA BROOKS: I think within the next six months I'll be able to give you some answers. If it would be helpful I'm very happy to share, as the data emerge, what that project tells us.

Answer

Lifeline Australia is unable to provide an update on the research emergent from partnership project between the Centre for Big Data Research in Health (UNSW) and Lifeline Australia as the report is still being developed. If there is appetite from the Select Committee Lifeline Australia will be able to provide a summary of the research findings in 6 months' time.

Question on Notice No. 2 (Page 29)

Question

The Hon. GREG DONNELLY: Thank you very much for your attendance and submission. A previous witness and others have spoken about the challenge about fragmentation of services and being able to even locate a domain to go to find services. Is that an experience that Lifeline has had—a challenge to just know what's out there? This is a New South Wales parliamentary inquiry, so is there a repository of that information anywhere about services for the State of New South Wales, or is it ad hoc and spread out by local health district? What are your observations?

ANNA BROOKS: I can't remember what it's called, but our service finder is based—there is a repository that we access to support that service finder function I was talking about before, but it's challenging because a clinician can be there one day and then not be there the next. It's a challenging thing to collate the data, but even more so to keep it up to date. As I said, there's a service that we access, and I might take that on notice and let you know what it's called, but I think it's imperfect. It really is one of those issues that's a tricky one to solve, just because it is a constantly shifting environment, so it needs to be updated very frequently.

Answer

The Lifeline Australia service finder is based on the Infoxchange Ask Izzy database (https://www.infoxchange.org/au).