

MEDIA RELEASE – Monday, 15 June 2026

Auditor-General finds improvements to the Advice and Referral Line, while major reforms continue

Auditor-General, Martin Thompson, said, ‘we conduct follow-up audits to inform Parliament of the extent to which the recommendations from previous audits have been implemented. We also look at the impact those recommendations had on the entities.’

Audit Tasmania’s follow up review assessed the degree to which the Department for Education, Children and Young People (DECYP) implemented recommendations made in its 2022 report on the *Strong Families Safe Kids Advice and Referral Line (ARL)*.

Mr Thompson acknowledged that much has happened since the 2022 report, including the abolishment of the agency responsible for the ARL at the time of the audit, and the Commission of Inquiry into the Tasmanian Government’s Responses to Child Sexual Abuse in Institutional Settings.

He found that DECYP had fully implemented 2 of the 7 recommendations by improving its management and resourcing of projects on major reforms and ensuring that non-government ARL workers could access required information systems.

Mr Thompson said ‘the subsequent restructuring of the ARL, along with recommendations arising from the Commission of Inquiry, has meant that most recommendations from the 2022 report have not been fully implemented. DECYP has progressed 3 of these recommendations through the restructuring, and advised that one was no longer applicable.’ He found one recommendation on system integration was not implemented. However, he noted that the ARL has improved its engagement and communication with other agencies since the 2022 report.

Mr Thompson emphasised the need for DECYP to allocate adequate resources for engagement and communication so stakeholders and the community understand the new structure and scope of the service.

Click on this [link to read the Report](#).

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