

# Department for Education, Children and Young People

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17 June 2026

Martin Thompson  
Auditor General  
Audit Tasmania  
GPO BOX 851 Hobart TAS 7000

*This correspondence was received by Audit Tasmania on 17 June 2026, 2 days after the related report was tabled in Parliament and 5 days after the close of the comment period. We have included it as an addendum in the interest of transparency.*

Dear Auditor General

Thank you for the opportunity to consider the final report of the Auditor-General's follow-up audit of the Advice and Referral Line (ARL). Please accept my apologies for the late reply. Given that the Audit has now been tabled in Parliament, I would respectfully request that this response is included in the online version of the follow up Audit on your website.

The Department welcomes the finalisation of the report and acknowledges the constructive and collaborative process undertaken during consultation.

Since the 2022 audit, the ARL operating environment has undergone significant change, including sustained increases in demand and complexity, the impact of the Commission of Inquiry into the Tasmanian Government's responses to Child Sexual Abuse in Institutional Settings (the Commission of Inquiry), and the progression of other major reform activity. The Department considers the report appropriately recognises this context, including the need to sequence and prioritise reform, the influence of system-wide initiatives such as the ARL Renewal Project, and the extent to which recommendations have been progressed or incorporated into broader reform work.

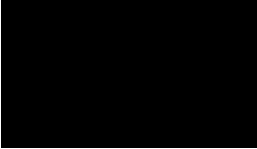
The follow-up audit reflects that the ARL is no longer operating under the model assessed in the original audit. A comprehensive redesign is underway through the ARL Renewal Project, informed by the Commission of Inquiry, the ARL Review Project, and external expertise, including co-design with the Australian Centre for Child Protection. This represents a deliberate shift to a whole-of-system redesign to address underlying structural issues.

While the redesigned model will formally commence in July 2026, early implementation activities and strengthened operational practices are already contributing to improved service functioning. The Department is observing initial improvements in responsiveness and timeliness, supported by enhanced collaboration with partner agencies and strengthened internal oversight.

The Department will continue to monitor performance through the transition to ensure these improvements are sustained and deliver better outcomes for children, young people and families. Looking ahead, the department remains focused on implementing the ARL Renewal Project, strengthening cross-agency information sharing, embedding consistent communication with service users, and establishing a contemporary performance framework.

The Department considers that the follow-up audit report appropriately reflects both the progress made to date and the complexity of the reform environment, and will continue to use the findings to guide ongoing improvement.

Warm regards,



Ginna Webster  
Secretary