



PARLIAMENTARY BUDGET OFFICE

NSW Parliament • Parliament House, Macquarie Street Sydney 2000

Referred by: Australian Labor Party **Proposal No:** C1553
Date Referred: 07/03/2023 **Date Published:**
Proposal Title: Lifeline Text Support and Ongoing Commitment Option 3
Cluster: Health

General Government Sector Impacts

	2022-23 \$'000	2023-24 \$'000	2024-25 \$'000	2025-26 \$'000	4-year Total \$'000
Expenses (ex. depreciation)	-	1,564	1,607	1,651	4,822
Depreciation					-
Less: Offsets		1,564	1,607	1,651	4,822
Revenue					-
Net Operating Balance:	-	-	-	-	-

Capital Expenditure	-	-	-	-	-
Capital Offsets					
Net Capital Expenditure:	-	-	-	-	-

Net Lending/(Borrowing):	-	-	-	-	-
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Total State Sector Impacts

Net Lending/(Borrowing):	-	-	-	-	-
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Notes and costing assumptions:

The policy proposes to continue Lifeline's current NSW government funding as well as increasing text and webchat funding by \$1.5 million per year escalated by CPI to facilitate the expansion of services for NSW residents.

The Parliamentary Budget Office (PBO) has assumed the NSW government continues to fund the services provided by Lifeline at its current level over the period to 2025-26.

Given the proposed funding increases represent a small portion of NSW Health's budget, the policy assumes the funding will be absorbed using existing agency resources which the PBO deems to be feasible. Therefore, the increases in 2023-24 through to 2025-26 would be netted against existing budget resulting in more trained Crisis Supporters available to support NSW residents (see table).

	2022-23 \$'000)	2023-24 (\$'000)	2024-25 (\$'000)	2025-26 (\$'000)
Funding	1,500	1,564	1,607	1,651
CPI		4.25%	2.75%	2.75%

Notes and costing assumptions continued:

Background

Lifeline text and webchat services were first launched in 2019 providing confidential one-on-one support services through connecting psychologically distressed Australians anywhere within Australia to a trained Crisis Supporter. [On 7 February 2022](#), the Federal government provided a \$1.5 million grant which allowed Lifeline Australia to fast-track its expansion of text and chat services to 24-hours a day, 7 days a week, to meet demand and increase accessibility for hard-to-reach groups.