

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mr Burgoyne to the Minister for Territory Families:

Child Protection Hotline

1. How many calls were there to the child protection hotline in the 2021/22 financial year?
2. Please provide a breakdown of the source of calls to the child protection hotline in the 2021/22 financial year (i.e. professional notifier, family member, etc.)?
3. Please provide a breakdown of the child protection hotline calls by region in the 2021/22 financial year?
4. How many child protection matters were substantiated in the 2021/22 financial year?
5. What was the rate of re-substantiation in the 2021/22 financial year?
6. What is the average wait time for someone who calls the child protection hotline to be connected to an operator? What was the longest time in the 2021/22 financial year?
7. How many calls to the child protection hotline were dropped before they were answered in the 2021/22 financial year? Of these, how many were called back successfully?