

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mrs Finocchiaro to the Minister for Territory Families:

Child Abuse Hotline

- 1. How many calls has the NT Child Abuse Hotline (1800 700 250) received per month since 1 January 2018?**

Since 1 January 2018, the NT Child Abuse Hotline has received, 21,293 calls. A breakdown of monthly call traffic is at Attachment A.

- 2. What is the average 'wait time' for callers, before their call is answered?**

Since 1 January 2018, the average wait time for callers before their calls are answered is five minutes and 44 seconds.

- 3. What percentage of calls are answered within 10 minutes of the caller being on hold?**

Based on available data from 16 June 2018, 96 per cent of calls are answered within 10 minutes of the caller being on hold.

- 4. What percentage of calls are answered within 10 to 20 minutes on hold?**

Based on available data from 16 June 2018, two per cent of calls are answered within 10 to 20 minutes on hold.

- 5. What percentage of calls are answered after 20 minutes on hold?**

Based on available data from 16 June 2018, 2 per cent of calls are answered after 20 minutes on hold.

- 6. What is the maximum amount of time a caller has waited for their call to be answered since 1 January 2018?**

Based on available data from 16 June 2018, the maximum wait time was four hours and 15 minutes before being abandoned.

- 7. What percentage of calls are not answered, prior to the caller hanging up?**

Of the 21,293 calls received since 1 January 2018, 22.19 per cent were abandoned.

NOTE

Summary Information only is recorded for reporting purposes, as per the table below.

Four months call data is retained and has been utilized to answer some questions

Reporting Month	Number of Calls #	Call wait time mm/s	Average length of calls mm/s	Abandoned #	Call backs #	Proportion of calls abandoned %	Percentage of call backs %
Jan-18	2425	0:02:48	0:03:15	434	519	17.90%	21.40%
Feb-18	2803	0:05:18	0:03:07	667	1030	23.80%	36.75%
Mar-18	2792	0:06:49	0:03:06	739	1254	26.47%	44.91%
Apr-18	2491	0:06:18	0:03:11	635	997	25.49%	40.02%
May-18	2529	0:07:32	0:03:25	629	1385	24.87%	54.76%
Jun-18	2100	0:05:46	0:03:29	488	1105	23.24%	52.62%
Jul-19	1706	0:04:34	0:03:24	281	600	16.47%	35.17%
Aug-19	2202	0:06:37	0:03:25	494	1026	22.43%	46.59%
Sep-19	2245	0:05:56	0:03:13	427	1080	19.02%	48.11%
Total	21293	0:05:44	0:03:17	4794	8996	22.19%	42.26%