

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mr Burgoyne to the Minister for Territory Families:

**FACES Hotline**

1. What was the total expenditure on the FACES hotline in the 2021/22 financial year?

**ANSWER:**

The cost of the Department of Territory Families, Housing and Communities' call centre, which services FACES and the Elder Abuse hotline was \$305,000 in 2021-22.

2. How many calls were made to the FACES hotline in the 2021/22 financial year?

**ANSWER:**

During the 2021-22 financial year 1,174 calls were received.

3. What is the average wait time for someone who calls the FACES hotline to be connected to an operator? What was the longest time in the 2021/22 financial year?

**ANSWER:**

The average call wait time in 2021-22 was six minutes 58 seconds. The longest time is not recorded.

4. How many calls to the FACES hotline were dropped before they were answered in the 2021/22 financial year? Of these, how many were called back successfully?

**ANSWER:**

During the 2021-22 financial year, 121 calls were abandoned.

102 call backs were completed during 2021-22.